



## Complaints Procedure

If you are unhappy about the standard of service that you have received from Public Lending Right then we want you to tell us about it so that we can put things right.

You can contact PLR via telephone: 01642 604699, fax: 01642 615641, in writing to Public Lending Right, Richard House, Sorbonne Close, Stockton-on-Tees TS17 6DA or using our online feedback form.

We aim to reply fully to all complaints within 20 working days of receiving them. If it takes longer to resolve, we will explain to you why there is a delay and when you can expect to receive a full response.

If you remain dissatisfied you may write direct to the Registrar, Dr Jim Parker at the above address. If the cause of your concern remains unresolved you are of course at liberty to refer the matter to the Secretary of State for Culture, Media and Sport, to whom the Registrar is ultimately responsible for the administration of PLR. Whilst we hope that all complaints can be dealt with satisfactorily in this way, you may, if you remain dissatisfied, ask the Parliamentary Ombudsman, via your MP, to investigate your complaint.

