



PLR CUSTOMER SERVICE STANDARDS

At Public Lending Right we aim to provide our customers with an efficient, courteous and timely service. We constantly strive to maintain and improve the way we work and the quality of service we offer.

Our Customer Service Standards detail the standard of service delivered to the public and take account of the criteria established in the Six Central Government Standards of Customer Service established for all Government Departments in 1997.

Standard 1 – General Communications

- We will answer or acknowledge your letters and emails within 5 working days of receipt. During January and February this may extend to 10 days. If further delays are expected we will provide you with a date by which you will hear from us.
- Telephone calls will be answered within 5 rings. All calls will be dealt with in a polite, clear and efficient manner.
- All visitors to the PLR office will be seen within 10 minutes of notification of arrival.

Standard 2 – Registration and Payments to Authors

- All author and assignee registrations will be completed within 10 working days of receipt. During the months of June/July and January/February this may be extended to 30 working days, but we will notify applicants of any delays beyond this.
- Annual payments to authors will be made on time. Payments will be made by the most efficient and cost effective method available.
- Annual Statements will be posted (or made available via the online registration service) to all registered authors/assignees approximately one month before the stated date of payments.

Standard 3 – Information

- We will provide you with up-to-date information about our services by personal communication (telephone, letter, email, fax) or by newsletter, website updates or guidance leaflets. All written information will be comprehensive, accurate, clear and easy to read.
- All forms of registration material will be clear, relevant and easy to complete.
- Selection questionnaires sent to participating libraries will be clear, relevant and easy to complete.

Standard 4 – Consultation

- Suggestions and comments for improvements to our services provided by our customers will be fully considered by our Author Services Team.
- Suggestions and comments for improvements to our services provided by library staff will be fully considered by our Author Services Team.
- All customers are encouraged to use our 'Feedback' facility on the PLR website and the 'Frequently Asked Questions' page which provides answers to common enquiries.

Standard 5 – Accessibility

- We will take all reasonable steps to make our services available to everyone, including people with special needs.
- We can provide our information leaflets, registration forms and other published material in various formats and languages upon request.
- Increasingly, most of this information is available on our website enabling visually impaired customers to adapt their browser option to suit their needs.

Standard 6 - Complaints

- PLR has a complaints procedure which we can send you information about on request. Details can also be found on the PLR website and on the Information for Authors leaflet.
- PLR takes all complaints seriously and will deal with them quickly. All complaints will be viewed as an aid to further improving our services.

All the above standards are monitored regularly by PLR staff. Please contact the PLR office for further information.

