KOITALEEL SAMOEI UNIVERSITY COLLEGE

(A Constituent College of the University of Nairobi)

KOITALEEL SAMOEI UNIVERSITY COLLEGE LIBRARY

LIBRARY COMPLAINT FORM

A. USER DETAILS

Name: _____

Registration/Staff No.: _____

Department: _____

Phone/Email: _____

B. NATURE OF COMPLAINT

- ☐ Staff services
- ☐ Borrowing/returning books
- ☐ Internet/Wi-Fi
- ☐ Library facilities
- ☐ Access to information resources

☐ Other: _____

C. COMPLAINT DESCRIPTION

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Date of Complaint: _____

D. SUGGESTED SOLUTION

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E. USER DECLARATION

Name: _____Signature: _____

Date: _____

F. FOR LIBRARY USE ONLY

Action Taken: _____

Officer's Name: _____

Signature: _____Date: _____