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|  **Sl. No** | **Customer Name & Address / Department** | **Date** | **Nature of Complaint / Services Description** | **Mode of Complaint** | **Corrective Action or Remarks** | **Attended by** |
| 1 | Unnamed | 11-10-2016 | To provide water purifier facility in library premises  | Feedback Form/Oral | We are already having this facility. | LIO |
| 2 | Ayesha | 15-10-2016 | Due date of books in reference section has to increase | Feedback Form | Will consider. | LIA |
| 3 | Ankita Suman | 19-10-2016 | Problem more while downloading book CD-ROMs | Feedback Form | This will be discussed with Dept. of Electronics | SLIA |
| 4 | Ankita Suman | 19-10-2016 | Some of the book has only one copies which causes trouble | Feedback Form | Will procure more availability of market. | LIO |
| 5 | Ankita Suman | 19-10-2016 | Sometimes only 2 book is not enough (during assignment) | Feedback Form | Will consider later. | SLIA |
| 6 | Ankita Suman | 19-10-2016 | Increase number of days for reference books | Feedback Form/Oral | This cannot be considered now. | LA |
| 7 | Mahesh BVM | 26-10-2016 | There are many new journals coming up in the web and these journals needs to be subscribed. As for on I know AIISH in the only Institute in the country that subscribes many journals in the area of speech and hearing. Keep up the good work. | Feedback Form | We are adding new journals every year. | LIA |
| 8 | Mahesh BVM | 26-10-2016 | Try storing/purchasing books on BSED & MSED special education as I have learnt from students that not many books are available. | Feedback Form | We are getting the recommendations from all the Departments including Special Education and are procuring all the available titles recommended with the approval of the Director. | LIO |
| 9 | Unnamed | 31-10-2016 | Timings could be increased till 9.30/10pm and Sunday also can be open. | Feedback Form/Oral | Even up to 8pm we do not have users. Even on Saturdays the numbers of users are very less. Hence, this cannot be considered right now. | LA |
| 10 | Unnamed | 04-11-2016 | Please improve the network connection for the faster WiFi | Feedback Form | This will be discussed with Dept. of Electronics. | LIA |
| 11 | S. Nepoleon | 10-11-2016 | Many students are not utilizing the complete resources of the library. So, to overcome this any kind of motivation programs can be organized | Feedback Form | We are conducting the orientation regularly. | SLIA |
| 12 | S. Nepoleon/ Shylaja K | 10-11-2016 | For emergency, photocopying of resource materials or books can be done inside the premises of library at subsidized rates/ Request for Xeroxing facility inside the library | Feedback Form | It is under the consideration of higher authority. | SLIA |
| 13 | Unnamed | 17-11-2016 | Digital portal log in issues are faced very often | Feedback Form/Oral | This will be discussed with Dept. of Electronics. | LIA |
| 14 | Unnamed | 29-11-2016 | Good, Improve timing hours for return and borrow of the book. | Feedback Form | Return time is extended to 6pm from 9th Feb 2016. | LIO |
| 16 | Unnamed | 08-12-2016 | Please extend the working time till 9pm as many days would require it. At least during exams time and submission time | Feedback Form | The numbers of users are very less. Hence, this cannot be considered right now. | SLIA |
| 18 | Unnamed | 12-12-2016 | More amount of printed books/ Provide more number of copies of books, that are frequently borrowed | Feedback Form | Already we are procuring books in multiple copies. | LIA |
| 19 | Unnamed | 19-12-2016 | Awareness of resources available | Feedback Form/Oral | We are conducting the orientation regularly. | LIA |
| 20 | Unnamed | 23-12-2016 | Timing be extended for opening hours | Feedback Form | We already opened 8.30am. This cannot be considered. | LA |
| 21 | Unnamed/Sumanth AV | 05-01-2017 | Timing must be improved/ Please increase working hours/ On Saturdays, the library time can be till 6pm. | Feedback Form | Even up to 8pm we do not have users. Even on Saturdays the numbers of users are very less. Hence, this cannot be considered right now. | LIO |
| 23 | Unnamed/Sumanth AV | 05-01-2017 | If possible provide students with coffee and tea makes at library/ Eating area/Coffee machine | Feedback Form/Oral | This cannot be considered now. | LIO |
| 24 | Sumanth AV | 05-01-2017 | One good quality water filter like Kent | Feedback Form | Will consider. | LIO |
| 25 | Unnamed/Sumanth AV | 05-01-2017 | Provide WiFi facility and good speed/ For slow connection of Internet/Wi-Fi | Feedback Form/Oral | This will be discussed with Dept. of Electronics. | LIA |
| 28 | Unnamed | 10-01-2017 | Please do increase the number of books issued for interns to at least 2. Since, we will be preparing for entrance, we require more books for our guidance | Feedback Form | Will be considered later as at present most of the interns are not availing the facility | SLIA |
| 29 | Shylaja K | 25-01-2017 | Firstly, I am very happy with the huge amount of valuable resources present in AIISH library and I am also very happy with all the help delivered by the entire staff and HOD of library. There are few represents which would make the library facilities much more wonderful. Firstly, we require training to create awareness about the use of abundant e-resources available at our library | Feedback Form | We are conducting the orientation regularly. | SLIA |
| 30 | Shylaja K | 25-01-2017 | We require more books in electronic format | Feedback Form/Oral | We are procured already 176 e-books. | SLIA |
| 31 | Shylaja K | 25-01-2017 | We need to have access to more cognitive linguistic e-journals and access to their articles which are from earlier issues also, because this is major area of research carried out in our field. Cognitive psychology journal, sometimes we contact our seniors at abroad to get access to full length articles, which leads to time consumption and trouble to meet deadlines for our assignment  | Feedback Form | Will consider. | SLIA |
| 32 | Shylaja K | 25-01-2017 | Request for contact care about Remote Access Service, which doesn’t work sometimes as it is a beautiful and important facility. | Feedback Form | This will be discussed with Dept. of Electronics. | SLIA |
| 34 | Rajeshwari MN | 08-02-2017 | Provide proper guidance to use of library resources. | Feedback Form | We are conducting the orientation regularly. | LIA |
| 35 | Unnamed | 11-02-2017 | Issue time period for reference copies can be extended. | Feedback Form | This cannot be considered now. | LA |
| 38 | M Raja Suman | 17-02-2017 | Restriction for issuing books, only 2 books can be issued by one person. That may not be enough for most of the times. Can be increased upto 3 books |  | This cannot be considered now. | LA |
| 39 | Unnamed | 06-03-2017 | The book loan period has to be increased and the number of books to be taken at one time can be increased. It would be helpful a lot more. | Feedback Form | This cannot be considered now. | LIA |
| 40 | Unnamed | 14-03-2017 | Kindly increase the book loan time/Oral | Feedback Form | We are issuing books till 7pm. | SLIA |
| 41 | Unnamed | 22-03-2017 | More number of copies of subject books/ More number of book copies | Feedback Form | Already we are procuring books in multiple copies. | LIO |
| 43 | Unnamed | 30-03-2017 | Students should share a better view of what books are present in the library. As in TOFEL books and other entrance books. | Feedback Form | We are placed the separate racks entrance related books in Reference Section. | LIO |