

## Queries / Complaints

Aberystwyth University Library will, upon notification, consider removing any material on receipt of a query or complaint.

Complaints include contact from the owner or representative of the owner with intellectual property rights in all or part of the resource; the creator of all or part of the resource who has moral rights or any individual or organisation who believes that any of the material held on CADAIR, the Institutional Repository, is in some way illegal or infringing.

Complaints can include notice of:

- Unauthorised use by reason of reproduction and/or making available the protected material
- Breach of the moral right (e.g. paternity/integrity/right not to have work subjected to derogatory treatment)
- Issues other than copyright and/or related rights (e.g. defamation, breach of confidence, data protection)

To make such a complaint, the complainant should send an e-mail or letter to the Institutional Repository Manager ([is@aber.ac.uk](mailto:is@aber.ac.uk)) specifying the particular item that is the subject of the complaint and the grounds for the complaint. On receipt of the complaint, the Repository Manager will make an initial assessment of the validity of the complaint and will acknowledge its receipt.

Where the complaint is valid and to be pursued, the content that is subject to complaint will be temporarily removed from the repository pending an agreed solution.

The Repository Manager will then attempt to contact the contributor of the material and inform them that the item is subject to a complaint, under what allegations and they will be encouraged to address the complainants concerns. The Repository Manager will spend a reasonable amount of time attempting to resolve the problem by mediating between the complainant and the contributor. All attempts will be made to resolve the issue swiftly and amicably to the satisfaction of both the complainant and the contributor.

Any resolution agreed through mediating between parties may involve one of the following outcomes:

- The resource can remain in the IR unchanged
- The resource is amended and replaced in the IR or is made restricted access
- The resource is permanently removed from the IR