



## De Montfort University – eBiology Learning Resources for the Study of Parasites

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1. Your full contact details
2. Bibliographic details for the item, including a URL of the record
3. An outline of the nature of the complaint.

On receipt of a complaint we will:

1. Make an initial judgement on the validity of the complaint.
2. Withdraw the item in question from public view.
3. Return an acknowledgement that the complaint has been received.
4. We will advise the person who deposited the resource in question, outline the nature of the complaint and give them the opportunity to refute the complaint.
5. We will investigate the complaint in full, obtaining advice as required, and contact the complainant and the depositor with the result of this investigation and what action we have taken/will take;
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