

# TRAC2 4.6.2.1

## 4.6.2.1 - The repository shall record and act upon problem reports about errors in data or responses from users.

### Introduction

SP is a very active archive where accessibility is paramount. If any user encounters an issue or problem with the retrieved version of the DIP, SP provides a 'contact support' email for users to report problems directly to staff or a [Feedback Forum](#) to voice suggestions for improvement of the repository. Feedback from the [Designated Community](#) provides valuable information about accessibility, usability, understandability, and holdings. Generally, the close relationship between SP and its Designated Community means that SP staff are aware of new needs and expectations at an early stage.

### Responsibility

*Digital Preservation Policy Librarian*

*System and Web Development Analyst*

### Relevant Documents

1. [System Architecture](#)