

Patron Complaint Form

1. Your complaint concerns which of the following (please circle):

Library Director

Library Services

Library Staff

2. Describe the situation that led to your formal complaint.

3. Briefly, what is your specific complaint?

4. What attempt have you made to resolve this situation with the Library Director?

5. Do you think the Library Director has made a fair attempt to explain policy/procedure if applicable and/or work with you to come to a fair resolution of the complaint?

6. What course of action would you like the Board of Directors to take in this matter?

Name: _____ Phone _____

Address: _____

Today's Date: _____ e-mail _____