

# Appendix H : Patron Complaint Form

<p>Your complaint concerns... (please check applicable box)</p> <p><input type="checkbox"/> Library Director      <input type="checkbox"/> Library Services      <input type="checkbox"/> Library Staff    <input type="checkbox"/> Library Program</p>	
<p>Describe the situation that led to this formal complaint?</p>	
<p>Briefly, what is your specific complaint?</p>	
<p>What attempt have you made to resolve this situation with the Library Director?</p>	
<p>Do you think the Library Director has made a fair attempt to explain policy/procedure, if applicable, or work with you to come to a fair resolution of the complaint?</p>	
<p>What course of action would you like the Board of Directors to take in this matter?</p>	
<p>Name:</p>	<p>Address:</p>
<p>Telephone:</p>	
<p>Email:</p>	
<p>Signature:</p>	<p>Date:</p>