



## **Complaint Policy and Form**

While the La Crosse Public Library strives to provide the highest level of service, we recognize that conflicts and/or differences of opinion occur and encourage the proper venue for voicing complaints.

Any citizen with a concern or complaint not related to library materials should begin by making it in an informal verbal manner to library staff. (for concerns regarding the collection, citizens are to be directed to the Materials Selection Policy and the Citizen's Request for Reconsideration form.)

If the citizen chooses not to do so, or if the complaint does not lend itself to informal resolution, the citizen must complete the complaint form. The Library Director will review the completed form within 72 hours of receipt and where appropriate, attempt to resolve the complaint directly.

If the citizen is not satisfied with the response provided, or the complaint is directed at the Library Director, the completed form will be given to the president of the La Crosse Public Library Board of Trustees, who will then bring it to the full board for consideration. If the citizen is not satisfied, he/she may also request an opportunity to address the Library Board at one of its monthly meetings.

Should a citizen circumvent this process and approach a Library Board member directly, the citizen is to be informed of this policy and directed to fill out the form and speak directly to either the Library Director or the Library Board president, depending on the nature of the complaint.

All complaints will be followed up with the complainant as well as the provision of a written response within 30 days.

Approved by La Crosse Public Library Board of Trustees

May 8, 2018



## COMPLAINT FORM

Please fill out both pages as completely as possible, including name and contact information. Any form that does not include this will not be reviewed.

DATE: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Nature of Complaint. (check as many as apply)

- Existing library policy and/or procedure
- Customer service issue
- Content of program, exhibit, or other activity or display
- Other (as described below)
- Behavior or actions of Library Director (form to be given directly to Library Board president)

Please describe the situation leading up to your complaint, giving as much detail as possible. If relevant, describe when and where the incident occurred, the full names of library staff or others involved, how they were involved and any previous effort you and/or library staff took to resolve the complaint.

Briefly, what is your specific complaint?

What course of action would you like the Library Director or the Library Board president to take in this matter?