



NORWOOD PUBLIC LIBRARY

1 MORTON STREET
NORWOOD, NY 13668
(315) 353-6692

PATRON COMPLAINT POLICY

The Library Board of Trustees and the Director understand that from time to time patrons have concerns or criticisms they would like to share with us. If for some reason your visit to our library or your interaction with our staff has been unsatisfactory in any way, we would like to hear from you. We take your concerns very seriously and will review them thoroughly.

Please complete the form below with as much detail as you can provide. If more space is needed, please attach an additional sheet of paper. In order for us to qualitatively respond to your concerns, please submit your contact information so we can reach you to clarify any further questions we may have and/or to present you with a follow-up to your concerns. Please submit the completed form to the staff member on duty or mail to the Library Director at 1 Morton Street, Norwood, NY 13668.

If this complaint is in regards to the Library Director, please mail the complaint form to the Norwood Public Library Board President at the address above.

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PATRON COMPLAINT FORM

Describe the situation that led to your formal complaint.

Briefly, what is your specific complaint?

Do you think the employee 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?

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

Name: _____

Daytime Contact Number _____

Alternate Contact Number _____

Mailing

Address: _____

Email

Address: _____

Adopted: September 12, 2012