

APPENDIX E

Complaint Form

LBPL follows written policies, which are available for library patrons to read. If patrons have concerns about any policies contained in this manual, or any library staff member, the Board welcomes feedback through the Complaint Form (Appendix E). The Director and the Board will review all written complaints at the next regularly scheduled Board meeting, then provide patron with a written response.

Name of Patron: _____

Address: _____

Telephone: _____

What is the nature of your concern or complaint? (Please be specific)

**Which library policy or staff member do you not agree with as beneficial for LBPL?
(Please be specific)**

What is your expected outcome by completing this form? (Please be specific)

Any other suggestions? (Please be specific)

Patron Signature: _____ **Date:** _____

Received by: _____ **Date:** _____

Reviewed by LBPL Board of Trustees

Board Signature: _____ **Date:** _____

Please add additional comments on the back of this form. Thank you.

Please return this form to the library or Email: katrina@lbpubliclibrary.com