

Complaint Policy (and Form)

Shelby Community Library

Approved August 14, 2018

Shelby Community Library exists to provide quality library service to the taxpayers who support this library, and the patrons who utilize the library's facilities. All library patrons have the right to question library policies, materials or staff and to expect a courteous and reasonable response from the library staff.

If you, as a patron, have an objection or complaint regarding library polices, materials or staff, please fill out the form below.

The Library Director will consider the complaint and will respond in writing to the complainant within seven working days.

If the response of the Library Director does not satisfy the patron, he/she may schedule a time to appear before the Library Board concerning the complaint. Scheduling must be done by the Library Director at least one week before the board meeting to be put on the posted agenda.

NAME _____

ADDRESS _____

PHONE _____

DATE _____

DESCRIPTION OF COMPLAINT OR
OBJECTION _____

Complainant Signature