



Complaint/Concern Policy and Form

While the Palos Park Public Library tries to provide the highest levels of satisfaction and service to its patrons, we recognize that occasionally a patron may wish to make a complaint or express a concern.

A library patron may choose to start by making their complaint or concern known on an informal, oral basis to the library's staff. If the patron chooses not to do so, or if the situation does not lend itself to informal resolution, the patron should complete a Complaint/Concern Form.

The form is available online or by request at the library's front desk. (For complaints or concerns regarding the collection, please refer to the library's [Collection Management Policy](#)). The Library Director will promptly review the completed Complaint/Concern Form and, where appropriate, attempt to resolve the situation directly. Complaints/Concerns will be responded to within a week.

If the patron is not satisfied with the response provided, and/or if the Director decides that the situation warrants the input of the Board of Library Trustees, either or both parties may bring the written complaint/concern to the attention of the Board. A patron desiring to do so may also request an opportunity to address the Board at one of its monthly meetings. The Board will provide an oral and/or a written response to the patron, and take any further remedial action warranted by the circumstances.

Approved by the Board of Library Trustees

July 20, 2022



COMPLAINT/CONCERN FORM

Please fill out as completely as possible, including name and contact information.

DATE: _____

Name: _____

Address: _____

Email: _____

Phone: _____

Nature of Complaint/Concern (Check as many as apply).

_____ Existing library policy and/or procedure

_____ Service issue

_____ Content of program, exhibit, or other activity

_____ Other (please specify) _____

What is your specific complaint/concern? Give as much detail as possible.

Suggestions for proposed action to address or resolve the complaint/concern?