



Patron Complaint Procedure

The purpose of this procedure is to establish a course of action for filing, processing, and resolving a formal or informal complaint filed by any patron with regard to any Galena Public Library District staff, service, or other concern/request. The procedure for filing a request for reconsideration regarding library materials can be found in the Collection Development & Management Policy.

The following procedures shall be followed by all Galena Public Library District staff upon receipt of a patron complaint:

1. If the complaint cannot be immediately resolved in person by the library staff, the complainant should be forwarded on to the library director.
2. If the library director is unavailable, the complainant should be encouraged to file their complaint by completing the Patron Complaint Form, including the patron's signature, or sending an email to Jenna Diedrich, Library Director, at diedrichj@galenalibrary.org.
 - a. If the complainant does not wish to file the Patron Complaint Form, staff may do so on their behalf.
 - b. Library staff must file the form with the Library Director.
 - c. A Patron Complaint Form does not need to be filed in order for a complaint to be resolved; such a complaint will be known as an informal complaint.
 - d. The library director will still follow course to resolve an informal complaint.
3. The Patron Complaint Form may be completed with the following information:
 - a. Date complaint was received
 - b. Name of library staff who received the complaint
 - c. Name of complainant
 - d. Contact information of complainant
 - e. Nature of complaint, concern, or request, providing as much detail as possible to assist the Library Director in resolving the issue
4. Library staff receiving the complaint will confirm next steps with the complainant:
 - a. The Patron Complaint Form forwarded to the Library Director
 - b. Investigation and review of the identified complaint, concern, or request
 - c. Appropriate action to resolve the complaint, concern, or request
5. Library staff who resolve an in-person complaint should file a Patron Complaint Form notifying the library director of the steps taken:
 - a. If applicable, follow-up will be taken in the form of email or telephone call, if requested by the complainant, from the library director.
 - b. All Patron Complaint Forms will be kept on file in accordance with the Local Records Act [50 ILCS 205/1 et seq.]

Galena Public Library District

Patron Complaint Form

Date: _____

Name of patron: _____

Telephone/email of patron: _____

Address of patron: _____

Library staff who received complaint: _____

Library staff who addressed/resolved complaint: _____

Nature of complaint, concern or request, providing as much detail as possible to assist the library to resolve the issue:

Patron Complaint Form
Library Staff Follow-Up

Results of investigation:

Action taken (*Include date patron was contacted with outcome*):

Approved signature: _____