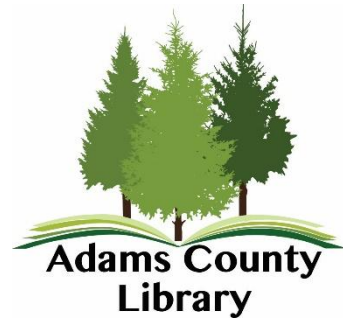


# **Adams County Library**

## **Patron Complaint Policy**



While the Adams County Library strives to provide the highest level of service, we recognize that conflicts and differences of opinion occur. If you are concerned that the Library did not resolve an issue concerning your library account, or that you were not treated well during your visit to the library, please use this form to let us know.

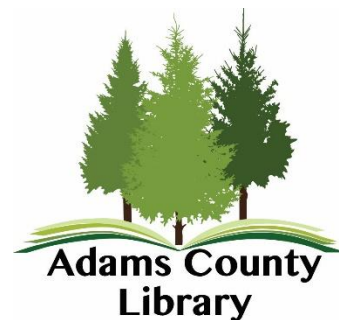
The Patron Complaint Form on the other side of this sheet may be completed at the library or taken home for later submission. When finished, it may be given to a Library staff member or mailed to the library. The Library Director will review the completed form promptly, and then contact you to discuss the issue. If that discussion does not resolve the issue, the complaint will be passed on to the Library's Board of Trustees for action at their next meeting. If you desire, you may request that your complaint be handled directly by the Board of Trustees, including an opportunity to address the Board in person or using remote technology at one of its monthly meetings.

After review, The Library Director or a member of the Library Board will contact you to discuss the proposed resolution of your complaint. A written response will also be provided.

*Amended 03/21/2022; reviewed 3/17/2025*

# Adams County Library

## Patron Complaint Form



*Please complete the contact information so that we can contact you about your complaint:*

Name:

Address:

Phone number:

Briefly, what is your specific complaint? Attach additional sheets if necessary.

When did this issue occur?

Was there any effort by the staff to fix the problem at the time it occurred?

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

Thank you for completing the form. It can be mailed to the library at

Adams County Library  
569 N. Cedar St., Suite 1  
Adams, WI 53910

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Staff use only below this line.

Date received at library\_\_\_\_\_

Date discussed by Library Board\_\_\_\_\_

Director's call to patron\_\_\_\_\_

Resolution \_\_\_\_\_