



### **Complaint Procedure**

While the Mondovi Public Library strives to provide the highest level of service, we recognize that conflicts and/or differences of opinion occur and encourage the proper venue for voicing complaints.

Any customer with a concern or complaint not related to library materials should begin by making it in an informal verbal manner to library staff. For concerns regarding the collection, customers are to be directed to the Collection Development and Management Policy and the Request for Reconsideration of Library Materials Form.

If a customer chooses not to do so, or if the complaint does not lend itself to an informal resolution, the customer must complete the complaint form. The Library Director will review the completed form within 72 hours of receipt and where appropriate, attempt to resolve the complaint directly.

If the customer is not satisfied with the response provided, or the complaint is directed at the Library Director, the completed form will be given to the president of the Mondovi Public Library Board of Trustees, who will then bring it to the full board for consideration. If the customer is not satisfied, they may also request an opportunity to address the Library Board at the monthly meeting.

Should a customer circumvent this process and approach a Library Board member directly, the customer is to be informed of this policy and be directed to fill out the form and speak directly to either the Library Director and the Library Board President, depending on the nature of the complaint.

All complaints will be followed up with the customer, as well as the provision of a written response within 30 days.