



## Public Library of Anniston – Calhoun County Patron Complaint Form

We understand that from time to time patrons have concerns or criticisms they would like to share with us. If for some reason your visit to our library or your interaction with our staff has been unsatisfactory in any way, we would like to hear from you. We take very seriously your concerns and will review them thoroughly. In order for us to respond to your concerns, we do ask that you submit your contact information so we can reach you to clarify and further questions we may have and/or to present you with a follow-up to your concerns. Your comments through this form are sent immediately to the Library Director. If you prefer, you may mail the form to the Director at P O Box 308, Anniston, Alabama 36202, or call 237-8501 x 12.

Please give the date and describe the situation that led to your formal complaint.

Briefly, what is your specific complaint? Please include description and/or name of staff member involved if applicable.

Describe and/or give the name of any witnesses to the situation.

What attempt have you made to resolve this situation with a staff member?

Do you think the employee has made a fair attempt to explain policy/procedure (if applicable) and/or work with you to come to a fair resolution of the complaint?

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_