

Code	<i>OPS-005</i>	
Policy Title	Complaints Policy	
Category	Operational & Facility Policies (OPS)	
Cross-Reference	OPS-004 Collection Development Policy OPS-007 Customer Service Policy OPS-010 Food Policy OPS-018 Patron Code of Conduct Policy OPS-022 Public Relations Policy HR-011 Non-Discrimination Policy	Page 41 Page 51 Page 82 Page 91 Page 123
Appendix	Complaints Form	
Date Adopted	January 2026	
Date Reviewed	--	

Policy Statement

The Robert R. Jones Public Library District is committed to providing high-quality library services, programs, and facilities to all members of the community. The purpose of this policy is to establish a clear and fair process for receiving, addressing, and resolving complaints from patrons or community members regarding library services, staff conduct, facilities, or operations.

This policy ensures that all concerns are handled in a professional, respectful, and timely manner, consistent with the library’s mission to connect people with information, ideas, and experiences to enrich lives and strengthen the community.

Scope

This policy applies to all complaints submitted by patrons, visitors, or community members regarding:

- Library services, programs, or policies
- Library facilities or maintenance issues
- Library staff or volunteer conduct
- Accessibility or accommodations concerns
- General operational practices

Complaints regarding the Library Director or the Board of Trustees shall follow the procedures outlined below.

The Robert R. Jones Public Library District encourages open communication and welcomes feedback from the public. All complaints will be treated seriously, investigated fairly, and addressed promptly. The goal is to resolve issues at the lowest possible level and to use constructive feedback to improve library operations and services.

Concerns related to library materials, including challenges to the content, inclusion, or removal of items, shall be handled in accordance with the library's Collection Development Policy and applicable Illinois law, and are excluded from this complaint procedure.

PROCEDURE

1. Informal Resolution

- Patrons are encouraged to first discuss their concern with the staff member directly involved, if appropriate.
- If the issue cannot be resolved informally, the patron may request to speak with the Library Director or their designee. Many concerns can be resolved quickly at this stage through discussion and clarification.

2. Formal Complaint Submission

- If the matter remains unresolved, the patron may submit a written complaint to the Library Director using the library's Complaint Form (available at the circulation desk or on the library's website).
- The written complaint should include:
 - Name and contact information of the complainant
 - Date and description of the incident or issue
 - Names of any individuals involved (if applicable)
 - Desired outcome or resolution

3. Director Review and Response

- The Library Director will acknowledge receipt of the written complaint within five (5) business days.
- The Director will investigate the matter, which may include speaking with relevant staff or reviewing documentation.
- A written response outlining the findings and any action taken will be provided to the complainant within fifteen (15) business days, unless additional time is required for investigation.

4. Appeal to the Board of Trustees

- If the complainant is not satisfied with the Director's response, they may submit a written appeal to the Board of Trustees within ten (10) business days of receiving the Director's decision.
- The appeal must include a copy of the original complaint and the Director's written response.
- The Board will review the matter at the next regularly scheduled meeting or as soon as reasonably possible. The Board's decision shall be final.

5. Complaints Involving the Library Director

- Complaints regarding the conduct or performance of the Library Director should be directed in writing to the President of the Board of Trustees.
- The Board President will review the complaint with the Board and take appropriate action, which may include investigation, discussion in closed session (if permitted by law), or formal evaluation.

Confidentiality

All complaints and related documentation will be handled with confidentiality to the extent possible, consistent with conducting a fair and thorough review and complying with applicable laws.

Non-Retaliation

The Robert R. Jones Public Library District strictly prohibits retaliation against any individual who submits a complaint in good faith.

Recordkeeping

The Library Director shall maintain a confidential record of all formal complaints, actions taken, and resolutions. These records will be reviewed periodically to identify patterns or areas for improvement in library services or operations.

Complaint Form

The Robert R. Jones Public Library District strives to provide excellent service and a welcoming environment for all patrons. This form allows community members to formally submit concerns or complaints regarding library services, staff conduct, programs, or facilities. Complaints will be handled confidentially, fairly, and in accordance with the Library's **Complaints Policy**.

Complainant Information

Name: _____

Address: _____

City, State, ZIP: _____

Phone: _____

Email (optional): _____

Preferred Method of Contact: Phone Email Mail**Complainant Details**

Date of Incident or Concern: _____

Location: _____

Staff Member(s) or Department Involved (if applicable):

_____**Description of Concern:**

(Please provide a detailed explanation of your concern, including what occurred, who was involved, and any steps taken to resolve the issue. You may attach additional pages if necessary.):

Desired Outcome of Resolution:

(Please explain how you would like the library to address this issue.):

Signature

I affirm that the information provided above is accurate to the best of my knowledge. I understand that the Robert R. Jones Public Library District will review my complaint in accordance with its established Complaints Policy and that I will be notified of the outcome.

Signature: _____

Date: _____

For Library Use Only

Date Received: _____

Received By: _____

Preferred Method of Submission: Phone Email Mail Other

Follow-Up Action Taken:

Resolution Provided:

Date of Response: _____

Responded By: _____

Director Review Completed: Yes No

Board Appeal Filed: Yes No