

## **Lincoln City Libraries Customer Complaint Policy**

While Lincoln City Libraries strives to provide the highest levels of satisfaction and service to its users, we recognize that occasionally a customer may wish to make a complaint.

A Library customer may choose to start by making his or her complaint on an informal, oral basis to Library staff. Many complaints are resolved at this informal level. If the customer chooses not to do so, or if the complaint does not lend itself to informal resolution, the customer should complete a Customer Complaint Form. The Library Director will promptly review the complaint and, where appropriate, attempt to resolve the complaint directly.

If the customer is not satisfied with the response provided, and/or if the Library Director decides that the situation warrants the input of the Board of Trustees, either or both parties may bring the written complaint to the attention of the Board. A customer desiring to do so may also request an opportunity to address the Board at one of its monthly meetings.

The Board will promptly review a complaint presented to it, provide a written response to the complainant, and take any further remedial action warranted by the particular circumstances.

The decision of the Board of Trustees with respect to a complaint will be final. A copy of the complaint form and the Board's written response will be forwarded to the City Ombudsman.

ADOPTED BY LIBRARY BOARD: March 17, 2015

AFFIRMED BY LIBRARY BOARD: June 15, 2021

REVIEWED BY LAW: June 2021

**LINCOLN CITY LIBRARIES  
LINCOLN, NEBRASKA**

**CUSTOMER COMPLAINT FORM**

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

3. Email: \_\_\_\_\_

4. Daytime phone number: \_\_\_\_\_

5. Are you a Lincoln City Libraries cardholders Yes\_\_\_ No\_\_\_

6. Please briefly describe your complaint in the space below or on an attached sheet. If relevant, include in your description where and when the incident occurred (date and time), the full names of any Library staff or customers involved, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information.

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return completed form to library staff, or mail to Library Director, Lincoln City Libraries, 136 S. 14<sup>th</sup> Street, Lincoln, NE 68508; or email to library@lincoln.ne.gov