



PATRON COMPLAINT FORM

Patron Information

Name: _____ Phone #: _____ Email Address: _____

Address: _____

Are you a NRPL Cardholder? Yes No

If you are not a NRPL Cardholder, please list the name of any public library for which you are a cardholder:

Please briefly explain the nature of your complaint in the space below.

To the extent relevant, include in your description: the date and time of day when the incident occurred, the location in which the incident occurred, the full names of any Library staff or patrons involved and the nature of their involvement, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information regarding the nature of the complaint.

Patron Signature: _____

Name (PRINTED): _____

Date: _____

We will attempt to resolve your complaint quickly and fairly.

THIS FORM SHOULD BE COMPLETED PROMPTLY AND SUBMITTED TO THE LIBRARIAN IN CHARGE. A COPY MUST ALSO BE DELIVERED TO THE ADMINISTRATION OFFICE. UPDATED: JANUARY, 2016.