

WEBSTER PARISH LIBRARY
SERVICE COMPLAINT FORM

1. Your complaint concerns which of the following:
 - A. Library Services
 - B. Library Staff
 - C. Library Director

2. Describe the situation that led to your formal complaint.

3. What is your specific complaint?

4. What attempt have you made to resolve this situation with the
 - A. Library Branch Manager

 - B. Library Director

5. Has the Branch Manager and/or Library Director made a fair attempt to explain the policy/procedure, if applicable, and/or work with you to come to a fair resolution of the complaint?

6. What is the policy/procedure, as you understand it?

7. What do you want to happen as a result of filling out this form?

Name: _____

Phone: _____

Mail to:

Beverly Hammett, Director
Webster Parish Library
521 East & West Street
Minden LA 71055

Note: Attach additional pages as needed to describe the problem or situation.