

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
Reviewed by Law Department, March 2015

