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. 14th Street, Lincoln, NE 68508; or email to library@lincolnlibraries.org