



KENOSHA PUBLIC LIBRARY

PUBLIC COMPLAINT POLICY AND PROCEDURE

The Board of Trustees of the Kenosha Public Library adopts and makes public the following written policies.

I. PURPOSE

The purpose of this policy is to establish Kenosha Public Library's (KPL) procedure for filing, processing and resolving a formal or informal complaint filed by any member of the public with regard to any KPL employee, department, service or other concern/request.

II. POLICY

It is Kenosha Public Library's policy to accept, investigate and attempt to resolve all complaints received. In the event an issue cannot be resolved, the complainant shall be notified by the appropriate KPL personnel as to why resolution cannot occur and what decision has been made regarding the complaint.

III. PROCEDURES

The following procedures shall be followed by all Kenosha Public Library employees upon receipt of a public complaint.

1. If the complaint cannot be resolved in person by the employee and/or the Person In Charge, the complainant should be encouraged to file his or her complaint in person by completing the *Public-Complaint Form* (Appendix A), including the complainant's signature.
2. If a complaint is received verbally, over the telephone or in any other form (e.g., mail, e-mail), the *Public Complaint Form* should be completed by the employee receiving the complaint, with the following information:
 - a. The date complaint was received.
 - b. (Referral): The department that will address the concern.
 - c. (Referred by): The name of the person who received the complaint.
 - d. Name of the complainant.
 - e. Address of complainant.
 - f. Telephone/e-mail of complainant.
 - g. Nature of complaint, concern, or request, providing as much detail as possible to assist the department that will work to resolve the issue.
3. The complaint should be given or forwarded to the Division Head for Public Services for logging. A copy of the complaint will be forwarded to the appropriate department(s) for resolution.
4. A letter will be sent to the complainant by the Division Head for Public Services to confirm receipt of the complaint and identify which department will be working with the complainant to resolve their concern.

5. The involved department should investigate or review the identified concern and take appropriate action.
6. The employee who resolves the concern should indicate the resolution on the *Public Complaint Form*, and obtain approval and signature from the Division Head for Public Services.
7. A follow-up letter or telephone call should be made to the complainant, informing them of the action that was taken regarding their request or concern.
8. A copy of the letter, if applicable, and completed *Public Complaint Form* should be returned to the Division Head for Public Services for filing.
9. *Public Complaint Forms* will be kept on file for 3 years.

APPENDIX A

| Kenosha Public Library PUBLIC COMPLAINT FORM | |
|--|----------------|
| Date: | Time Received: |
| Referral: | Referred By: |
| Name of Complainant: | |
| Address: | |
| Telephone: | E-mail: |
| NATURE OF COMPLAINT, CONCERN OR REQUEST FOR SERVICE: | |
| | |
| RESOLUTION | |
| | |
| Staff Member Receiving Complaint Signature: | Date: |
| Received by Division Head for Public Services Signature: | Date: |
| Referred to for Resolution: (List Department) | Date: |
| Resolution Completed by Signature: | Date: |
| Follow-up letter, e-mail or phone call made to the complainant | Date: |
| Division Head for Public Services Signature of Completion: | Date: |