

Springfield Library

Patron Complaint Form

Patron Information

Name: _____ Phone #: _____

Address: _____

Email Address: _____

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 (use reverse side of page, if necessary).

Patron Signature: _____

Name (PRINTED): _____

Date: _____

We will attempt to resolve your complaint quickly and fairly.