

Whitman Public Library
Patron Complaint Form Concerning Library/Librarian

We understand that from time to time patrons have concerns or criticisms they would like to share with us. If for some reason your visit to our library or your interaction with our staff has been unsatisfactory in any way, we would like to hear from you. We take very seriously your concerns and will review them thoroughly. In order for us to qualitatively respond to your concerns, we do ask that you submit your contact information so we can reach you to clarify any further questions we may have and/or to present you with a follow-up to your concerns. See our address and phone number, below, if you would prefer to submit your concerns to us in writing or over the telephone. Your comments submitted through this form are sent immediately to our Director.

Trish Accetta, Director
Whitman Public Library
100 Webster Street
Whitman, MA 02382
781-447-7613 phone
781-447-7678 fax
taccetta@ocln.org

Describe the situation that led to your formal complaint.

Briefly, what is your specific complaint?

What attempt have you made to resolve this situation with a staff member?

Do you think the employee has made a fair attempt to explain policy/procedure (if applicable) and/or work with you to come to a fair resolution of the complaint?

What course of action would you like the Board of Directors to take in this matter?

Name: _____

Phone: _____