

ENGLEWOOD PUBLIC LIBRARY

POLICIES

PATRON CONCERNS, COMPLAINTS, and SUGGESTIONS

The Board of Trustees of the Englewood Public Library seeks to meet the needs of the residents of the Englewood in regards to the operation of the library.

On occasion a patron may have a concern, complaint or suggestion that he or she feels should be addressed. In order to enable the library to address these concerns, complaints or suggestions, the patron is encouraged to write pertinent comments on the appropriate form and submit it for review by the Library Director and the Board of Trustees.

Every effort will be made to address the patron's concerns in a timely manner.

Approved December 11, 2017