

**RIVERSIDE PUBLIC LIBRARY
STAFF REPORT OF MATERIALS COMPLAINT**

All customer complaints about library materials must be treated with respect and concern, and supervisors need to be notified as soon as possible whether the complaint is verbal or written and whether or not the staff member feels the complaint was resolved and whether or not the customer's name, address, and phone number are known.

It is essential that customer complaints be reported immediately to Library Supervisor. Supervisor will email completed "Staff Report of Materials Complaint" to Library Director and Collections Development Librarians. Customers should be given an opportunity to fill out "Customer Request for Reconsideration of Library Materials."

Date of Complaint: _____

Library Location: _____

Customer Name: _____

Contact Information/Barcode: _____

Materials Questioned (Title, Author):

Specific Complaint:

Resolution with Customer

____ Discussion

____ No Discussion

____ Customer Satisfied

____ Customer Not Satisfied

____ "Request for Reconsideration of Library Materials" provided?

Staff Comments:

