

Wells Branch Community Library District Complaint Policy

Definition

A complaint is an expression of dissatisfaction about the standard of a service, action or lack of action by the library or its staff affecting an individual patron or a group of patrons.

We want to hear from you.

Contact the Library Director immediately concerning any issue you have with the quality of service being provided by Wells Branch Community Library. If a complaint is brought to the Board of Trustees, the board will refer the matter to the Library Director to talk to the person making the complaint. If your complaint concerns the Library Director, it should be sent directly to the President of the Board of Trustees.

- Wells Branch Community Library is committed to providing high quality service to all. There are occasions when, for various reasons, somebody may be dissatisfied with the level or standard of service they have received. Telling us about it will help us to put things right and to ensure that similar problems don't arise for someone else.
- Your complaint could be about the standard of service you received, what the library has done, what it failed to do, or about the actions of our board or staff.
- This could be made on your own behalf or as part of a group.
- Our Complaints Procedure aims to ensure that problems are dealt with quickly, fairly and thoroughly.
- All complaints made to the Wells Branch Community Library will be kept confidential to the extent permitted by law.

You may reach the director informally in the following ways

- By phone at the library number (989-3188).
- By mail addressed to Library Director at Wells Branch Community Library, 15001 Wells Port Drive, Austin TX 78728.
- By email at director@wblibrary.org

Wells Branch Community Library District Complaint Procedure

Should you wish to make a formal complaint, please follow this procedure:

Complete a complaint form, which can be mailed to you upon request or obtained at the information desk.

- Describe the problem and what you would like to see done to correct the situation. Please provide as many details as possible, such as: what happened or failed to happen, who was involved, and when and where the problem occurred. Please also provide copies of all letters, receipts and other documents related to this issue.
- Keep copies of all materials supplied to us. This will assist you later, should you be dissatisfied with our plan to address your concerns.
- Be sure you give your name, address, telephone number and email so we can follow up and keep you informed of actions taken. If you are making the complaint on behalf of someone else, please include the contact information (name, address and phone) for that party as well.

Written complaint forms, along with accompanying materials, should be submitted to the Library Director unless the issue concerns the Library Director's behavior, in which case it should be submitted to the President of the Board of Trustees. If a complaint concerns the Board of Trustees President, the paperwork should be submitted to the Board of Trustees Secretary.

The Library Director will investigate the details of your complaint promptly and thoroughly. You may be contacted for clarification.

The goal is to address all formal complaints and determine a course of action within 14 days of receipt. If this is not possible, we will contact you within that time to let you know what is happening and how long it is anticipated to take to come to a mutually agreeable solution.

You will receive a notification in writing of all resolutions and, if applicable, corrective actions. You are always welcome to contact the Library Director for clarification.

If you are still dissatisfied, contact the President or Secretary of the WBCL Board of Trustees. Contact information for these individuals is available at the library.

- Provide all copies of correspondence and notes from conversations held during the first phase of the complaint procedure process.
- The President or Secretary will work with the Board of Trustees and the library staff to address your concerns and take action to resolve your complaint, in writing, within 14 days.