

Wells Branch Community Library District Complaint Policy

Wells Branch Community Library is committed to providing high quality service to all. There are occasions when 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.

A complaint is an expression of dissatisfaction about the standard of service, action or lack of action by the library or its staff affecting an individual patron or group of patrons. Your complaint could be about the standard of service you received, what the library has done, what it failed to do, a library policy, or about the actions of our board or staff. This could be made on your own behalf or as part of a group.

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.

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

You may also leave an anonymous note or suggestion in the library's suggestion box, located on the wall near the Information Desk.

If your complaint concerns the Library Director, it should be sent directly to the President of the Board of Trustees at president@wblibrary.org or by mail addressed to Board President at Wells Branch Community Library, 15001 Wells Port Drive, Austin TX 78728. Trustees are not available by telephone.

All complaints made to the Wells Branch Community Library will be kept confidential to the extent permitted by law.

Complaints about materials, such as a request to remove something from the collection, follow a different policy and procedure. In those cases, please ask a library manager for a 'Request for Reconsideration of Library Materials' form.

Wells Branch Community Library District Complaint Procedure

Should you wish to make a formal complaint, please complete a complaint form, which can be mailed to you upon request, printed from the website, or obtained from a manager.

- 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 respond. 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.

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 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 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, in writing, within 14 days.