Aurora Free Library Patron Complaint Form

1. Your complaint concerns which of the following:
    - Library Director
    - Library Services
    - Library Staff
    - Library Book/material
2. Describe the situation that led to your formal complaint:

3. Briefly, what is your specific complaint?

4. What attempt have you made to resolve this situation with the Library Director?

5. Do you think the Library Director 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?

6. What course of action would you like the Board of Trustees to take in this matter?

Date: _____

Name: _____

Phone:_____

Email:_____

Address: _____