Aurora Free Library
PATRON COMPLAINT POLICY

When a Patron has a complaint, he/she should first contact the Library Director to discuss his/her concern. The Library Director will make every effort to resolve the concern of the Patron. However, in the event the concern is not handled to the satisfaction of the Patron or the Librarian, then the Patron or Library Director will be asked to put the issue in writing by filling out a complaint form and submitting it to the Board of Trustees. The Board shall deal promptly and fairly with each issue.

Approved by Board of Trustees on September 17, 2013.

Reviewed and approved by Board of Trustees on December 17, 2020.