

**PARMA PUBLIC LIBRARY
PATRON COMPLAINT FORM**

Appendix E

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

1. Name:

2. Address:

3. E-mail:

4. Daytime Phone Number:

5. Are you a library cardholder? Yes No

6. Please briefly describe your complaint in the space below or on an attached sheet. If relevant, include in your description where and when the incident occurred (date and time), the names of any Library staff or patrons involved and how they were involved, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information.

