

Complaint Policy

At **Reading at the Rock Interim Library**, we value feedback from our community and strive to provide the best possible service. If you have a concern or complaint, we encourage you to let us know so we can address the issue promptly and fairly.

How to Submit a Complaint

If you experience a problem with library services, staff, policies, or resources, you may submit a complaint in one of the following ways:

- **In person** – Speak with a staff member at the library. If the issue is not resolved, you may request to speak with the library coordinator.
- **By email** – Send your complaint to **saverockrimmonlibrary@gmail.com** with details of the issue and any relevant information.

What to Include in Your Complaint

To help us resolve your concern efficiently, please provide the following:

- A clear description of the issue
- The date and time it occurred (if applicable)
- Names of any staff or services involved
- Any steps you have already taken to address the problem

Response Process

1. **Acknowledgment** – We will confirm receipt of your complaint within **three business days**.
2. **Review** – A staff member or library coordinator will investigate the issue.
3. **Resolution** – We aim to respond with a resolution or update within **ten business days**. If additional time is needed, we will keep you informed.

Confidentiality & Fairness

All complaints will be handled confidentially and without discrimination. We are committed to addressing concerns fairly and in a timely manner.

Appeals

If you are unsatisfied with our response, you may request a review by the **library committee** within **10 business days** of receiving our response.

For questions about this policy, please contact us at **saverockrimmonlibrary@gmail.com**.