



Reading at the Rock Library
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Complaints Policy

At Reading at the Rock 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



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All complaints will be handled confidentially and without discrimination. We are committed to addressing concerns fairly and promptly.

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.