



PUBLIC COMPLAINTS POLICY

The Coos Bay Public Library Board of Trustees welcomes constructive criticism to improve the Library. All complaints should be resolved through the proper channels in the following order:

1. Staff
2. Management
3. Director
4. Coos Bay Public Library Board of Trustees

Any complaint about the Library, including policies, regulations, facilities, or services, will be referred through proper administrative channels. If the complaint is not resolved by the Director, it can be reviewed by the Board for consideration and action. The complaint must be submitted in writing to the Chair.

Note: There are separate policies and procedures for library materials and programs.