



## COOS BAY PUBLIC LIBRARY

525 Anderson Avenue,

Coos Bay, OR 97459

(541) 269-1101 | [coosbaylibrary.org](http://coosbaylibrary.org)

# PUBLIC COMPLAINTS POLICY

The Board 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. Board

Any complaint about the Library, including policies, regulations, facilities, or services, will be referred through proper administrative channels before being presented to the Board for consideration and action. The Library Director or staff will summarize a public complaint in writing before that complaint comes before the Board.