



# WADSWORTH PUBLIC LIBRARY EMPLOYEE MANUAL

**Chapter: Employee Conduct**  
**Section Number: 7.8**  
**Section Name: Customer Complaints**  
**Last Revised:**

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- A. When a customer complaint cannot be resolved, the customer should be referred to a Department Manager. Under no conditions should an employee argue with a customer.
- B. The Department Manager will be responsible for providing an explanation to the customer, correcting an error and/or apologizing on behalf of the Library, as appropriate.
- C. If the Department Manager cannot resolve the issue, the customer should be referred to the Director.
- D. Report forms will be available to customers in the service areas for use in reporting injuries, complaints or suggestions.