

**FALHER LIBRARY / BIBLIOTHÈQUE DENTINGER**  
**COMPLAINT / INCIDENT REPORT FORM**

COMPLAINT / INCIDENT TYPE: (check all that apply)

CODE OF CONDUCT CONCERNS

Board, Employees and Volunteers Refer to Policies B3, C3

SAFETY AND USE OF LIBRARY

- Library Code of Conduct, Internet Use Refer to Policies D3, D4
- Building or Facility Includes after Hours Alarm, Utility issues, closures
- Library or Public Health Emergency 911 contacted for Fire, Medical and/or Police, or Public Health for infectious disease
- Workplace Accident For employees, WCB reporting is also require
- Workplace Violence / Harassment Refer to Policy D7

LIBRARY SERVICES, RESOURCE MANAGEMENT AND SHARING (Refer to Policies E1 - E11)

- Circulation or Collection Fees, Request for Reconsideration of Materials, etc.
- FOIP or Confidentiality Concerns
- Library Services Library hours, services or programs offered

PREPARED BY: (NAME, POSITION, SIGNATURE)

\_\_\_\_\_  
DATE, TIME AND LOCATION OF THE INCIDENT

\_\_\_\_\_  
NAME OF COMPLAINANT, CONTACT INFORMATION AND SIGNATURE

\_\_\_\_\_  
DESCRIPTION OF WHAT HAPPENED

\_\_\_\_\_  
STEPS TAKEN BY LIBRARY STAFF TO ADDRESS THE SITUATION

\_\_\_\_\_  
NAME(S) OF ANY WITNESSES, INCLUDING STAFF MEMBERS AND THEIR SIGNATURES

\_\_\_\_\_  
THE REMEDY OR ACTION REQUESTED OF THE BOARD

**Internal Tracking**

1. Copy provided to the Complainant
2. Library Manager notified
3. Written report forwarded to Board
4. Written Board response sent (cc attached)