

## **Complaints Made by Parents/Caregivers Policy**

In general, complaints whether made about employees, customers, or the Library in regard to the treatment of children will follow the same steps as general complaints.

1. Employees and/or Supervisor(s) will listen to the complaint, asking open-ended questions to gather as much information as possible.
2. Call the police if such action is required. If not, assure the parent/caregiver the Library will investigate and get back to them. Employees making the report should include name and work phone number of person filing the complaint.
3. An incident report will be written by everyone involved with the incident as well as people in the area who could have witnessed something (sometimes people in the area who said they didn't see or hear anything are important witnesses and their statements should be included in an incident report).
4. Be sure there is follow up—give the report(s) to Supervisors and Director.

### **Child Abuse Complaint Procedure**

1. The Supervisor, Director, or staff on the scene should notify Child Protective Services as soon as possible by calling 1-800-800-5556 (always 1<sup>st</sup> choice). If unable to get through to the 800 number call (765) 751-9565.
2. If the Director or Supervisor is not on the scene, notify them immediately and give them as much information as possible.
3. Ask everyone involved and in the area to write an incident report.
4. Notify other parties as required and/or necessary.

As a general rule, employees should not contact families of the alleged victim. The Director will act as the spokesperson for the Library. Employees should never speak with the family alone.