

Patron Complaint Policy

Application

This policy provides patrons and community members with a formal guide to register complaint with the library administration and Trustees.

Statement of Purpose

In providing resources to our community, the library staff and Board hold up fair use and enjoyment as an ideal. When a patron or community member feels that use and enjoyment being interfered with, this policy provides a way to address the situation. The associated procedures help library staff and Trustees manage complaints in a timely, fair manner and those raising a complaint are made aware of how their issue is being responded to.

Policy

Complaints may initially be raised and managed on an informal, verbal basis with library staff. Patrons may also directly request a Complaint Form (attached) from library staff. The Library Director will promptly review completed forms and seek to resolve the situation. If the complainant is not satisfied with the response provided by the Director, the completed form may be brought to the attention of the Board of Trustees by the Director. Complainants may also request an opportunity to address the Trustees at the regular monthly meeting of the Board. The Board may respond to any reviewed complaint form in writing or verbally and may also take further action to resolve the issue.

The decision of the Board of Trustees with respect to a complaint shall be final.

Responsibility

The Library Director or a designee holds responsibility for providing documents related to the policy to concerned parties. The Library Director is responsible for training staff regarding this policy. The Library Director will manage completed Complaint Forms including presenting resolutions to complainants, redirecting complaints to the Board and providing any written Board response to the complainant.

Approved Date: 11/8/2012

Revised: 6/11/2015, 10/13/2022

Reviewed by / on: