

Mount Morris Library

121 Main Street

Mount Morris, New York 14510

Mount Morris Library Patron Complaint Policy

We recognize that occasionally patrons may wish to raise a complaint pertaining to an issue that may interfere with their use and enjoyment of the Library.

A Mount Morris Library patron initially may choose to raise his or her complaint on an informal, verbal basis with the Library's staff. In which case the Library Staff Member should make every attempt possible to solve the complaint themselves, with a supervisor or the Mount Morris Library Director. In the event that the complaint cannot be resolved informally, the patron should request and complete a Patron Complaint Form (see attached). The Mount Morris Library Director will promptly review all completed Complaint Forms, and where appropriate, attempt to resolve the complaint directly.

If the patron is not satisfied with the response provided, and/or if the Director identifies the situation as one in which Board input is warranted, either or both parties may bring the written complaint to the attention of the Board of Trustees. Patrons desiring to do so may also request an opportunity to address the Board at a monthly board meeting.

The Board will promptly review all complaints presented to it, provide a verbal and/or a written response to the complainant, and take any further remedial action warranted by the particular circumstances.

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

Adopted and Approved by the Board of Trustees -- February 8, 2021