

YOUR LIBRARY Patron Complaint Policy

Use the following guidelines to create your own Patron Complaint policy that fits the needs of your library. These guidelines were adapted by Amanda Schiavulli from <http://www.librarytrustees.org/policies.php>

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 XXXXX Library patron initially may choose to raise his or her complaint on an informal, verbal basis with the XXXXX Library's staff. In which case the XXXX Library Staff Member should make every attempt possible to solve the complaint either themselves, with a supervisor or the XXXX 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 XXXXX 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.

Approved by the XXXXXX Library Board of Trustees xx-xx-xxxx. The XXXXXX Library Board of Trustees reserves the right to amend this policy with no prior notice.

XXXXX Public Library

Patron Complaint Form

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

Date: _____ Name: _____

Address: _____ City _____ State _____ Zip _____

E-mail: _____ Preferred Phone #: (____) _____

Are you a Mount Morris Library cardholder?

- Yes _____ No _____
- If you answered “no,” please state the name of any public library for which you are a cardholder:

Please briefly explain the nature of your complaint in the space below. Please use the back of the form if you need more space. A digital version of this form is available at: www.yourlibrarywebsite.org

- Location, Date and Time of Complaint:
- Names of those involved:
- Nature of the complaint:
- Efforts made to solve complaint:
- Action desired:

Signature: _____

Date: _____