

Millbrook Library

Policy Manual

Patron Complaint Policy

The Millbrook Library aims to provide the highest levels of satisfaction and service to its patrons while recognizing that occasionally a patron may wish to make a complaint. A Library patron is encouraged to start by making his or her complaint on an informal, verbal basis to a Library Staff member. If the patron chooses not to make a verbal complaint, or feels that the complaint does not lend itself to informal resolution, the patron should request and complete a Patron Complaint Form. The Library Director, or his/her designee in the absence of the Director, will review the completed Complaint Form and provide a response and/or attempt to resolve the complaint within five business days of receiving it.

If the patron is not satisfied with the response provided by Library Staff and/or the Director decides that the situation warrants the input of the Board of Trustees, either or both parties may bring the written complaint to the Board's attention. A patron may also request to address the Board of Trustees at a regular monthly meeting of the Board. The Board will respond to said complaint within five business days of receiving written notification of the complaint or within five business days of a Board meeting at which the complainant appeared. The Board will take any further remedial action warranted by the particular circumstances.

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

Approved by the Millbrook Library Board of Trustees on June 17, 2014.

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MILLBROOK LIBRARY PATRON COMPLAINT FORM

1. Name _____
2. Address _____
3. E-mail _____
4. Daytime phone number _____
5. Are you a Millbrook Library cardholder? Yes ____ No ____
6. If the answer to #5 is "no", please state the name of the public library of which you are a cardholder. _____
7. Please briefly describe your complaint in the space below or on an attached sheet. If relevant, include the full names of any Library staff or patrons involved and how they were involved, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information.

Signature: _____ Date: _____