

## **Patron Complaint Policy**

While the Wead Library endeavors to provide the best possible Library service to its patrons, we recognize that occasionally, patrons may wish to raise a complaint pertaining to an issue which interferes with their use and enjoyment of the Library.

Each patron who expresses a complaint shall be treated with respect and shall be assured by the Library staff member who takes the complaint that the patron's concerns will be given every consideration.

A library patron is encouraged to start by making their complaint on an informal, verbal basis to a library staff member. In the event that the complaint cannot be resolved informally, the patron should request and complete a Patron Complaint Form (attached). The Director or designee will review the completed Complaint Form and provide a response and/or attempt to resolve the complaint within ten business days of receiving it.

If the patron is not satisfied with the response provided, and/or if the Director or designee 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 one of its monthly meetings.

The board will review the Patron Complaint form in a timely fashion, and will determine what action, if any, should be taken. A board member will respond to the patron in writing, informing them of any action which will be taken as a result of their complaint within ten business days of a board meeting. The Board President, the Director or designee shall receive copies of any correspondence related to the complaint.

The decision of the Board is final. The Library will maintain an accurate record of the action taken at each level of the complaint process.

Patron Information

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Address \_\_\_\_\_

Email Address \_\_\_\_\_

Please briefly explain the nature of your complaint in the space below. To the extent relevant, include in your description: the date and time of day when the incident occurred, the location in which the incident occurred, the full names of any Library staff or patrons involved and the nature of their involvement, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information regarding the nature of the complaint.

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Patron Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Date \_\_\_\_\_

**We will attempt to resolve your complaint quickly and fairly.**

This form should be completed promptly and submitted to the Director or designee.