

# PATTERSON LIBRARY

## PATRON COMPLAINT POLICY

The Patterson 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 promptly review a complaint presented to it. A complaint that involves a staff performance will be referred back to the director for final resolution. For all other complaints, the board will provide an oral and/or a written response to the complainant, and take any further action warranted by the particular circumstances. The decision of the Board of Trustees with respect to these complaints will be final.