

h. Complaints Concerning Library Staff Policy

Patrons who wish to make a complaint concerning a Library staff member may do so via the following process:

- The patron must submit a written complaint detailing the reason for the complaint, name of the staff member, date, and contact details including: patron name, phone number, and address for follow up.
- The Director will contact the patron and make every effort to resolve the situation.
- If the patron does not feel that a satisfactory resolution was reached, he or she may request that the complaint be forwarded to the Board of Trustees.
- The Board of Trustees will review the complaint and determine whether a special meeting needs to be called, or whether the matter may be handled at the next scheduled Board meeting.
- The patron will be notified within fifteen (15) days when the meeting will be held.
- The patron is welcome to attend the meeting or the Board may request the person's attendance.
- The patron will be contacted within seven (7) days of said meeting regarding the Board's decision on the complaint.

Adopted 9/18/17