

Patron Grievance Policy

Purpose: The Patron Grievance Policy addresses patron complaints regarding library services, materials, procedures, policies, and staff conduct. Library policies and procedures have been developed to provide fair and equitable service to all individuals. Persons who have experienced difficulties with a library service, policy, or staff member are encouraged to discuss those concerns with library managers. Managers will attempt to resolve issues as quickly and fairly as possible; however, a patron may request to file a formal grievance using the procedure as follows if the issue cannot be resolved.

Patron Grievance Procedure

- A patron who wishes to file a formal grievance about a library policy, procedure, service, or staff member's conduct may submit a written complaint to the Library Director.
- The written complaint should include: the date of the complaint/incident, the name and contact information of the individual making the complaint, and a detailed explanation of the issue.
- The Library Director will determine if the complaint should be elevated to the Library Board of Trustees.
- The patron will be informed of the decision and what action was taken regarding the incident.
- The decision of the Board of Trustees with respect to a complaint will be final.
- Intentionally bypassing or disregarding this procedure will result in an immediate dismissal of the complaint.