

Afton Free Library

Patron Complaint Policy and Procedures

PURPOSE:

The purpose of this policy is to establish an Afton Free Library procedure for addressing a complaint about the Afton Free Library filed by any patron.

POLICY:

Afton Free Library staff will address all complaints received. The complainant will be notified by the Library Manager as to the decision that has been made regarding the complaint.

PROCEDURES: Upon receipt of a patron complaint:

- A. If the complaint cannot be immediately resolved in person by the Library Staff and/or the Supervisor/Lead in charge, the complainant should be encouraged to file his or her complaint by completing the Patron Complaint
- B. If a complaint is received verbally, over the telephone or in any other form (e.g., mail, email), the Library Manager will send a complaint form to the complainant for completion.
- C. The Patron Complaint Form must be completed with the following information:
 1. Date complaint was received
 2. Name of patron
 3. Contact information of patron
 4. Address of patron
 5. Nature of complaint, concern or request, providing as much detail as possible
 6. The name of the person who received the complaint
- D. Library Staff taking the written complaint will confirm the following steps with the patron.
 1. The Patron Complaint Form will be forwarded to the Library Manager.
 2. The Library Manager will notify the patron that they have received the complaint.
 3. The Library Manager will investigate, review the complaint with the Board of Trustees, and take appropriate action.

4. The Library Manager will record the actions taken on the Patron Complaint Form.
5. The Library Manager will inform the patron in writing of the decision made regarding the complaint.
6. The library will retain a copy of the patron complaint form, and all corresponding written correspondence for a period of 7 years.

Adopted by the Afton Free Library Board
March 16, 2021