

William B. Ogden Free Library  
PATRON COMPLAINT POLICY

While the William B. Ogden Free Library (WBOFL) endeavors to provide the highest levels of satisfaction and library services 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 WBOFL, such as a library policy or procedure, a service, or a staff member's conduct. If the complaint concerns a book or other type of library material, the Reconsideration of Library Materials Policy should be followed. Each patron who expresses a complaint will be treated with respect and will be assured that their concerns will be given every consideration.

A patron initially may choose to raise their complaint on an informal, verbal basis with the staff. In the event that the patron elects not to do so, or that the complaint proves not susceptible to informal resolution, the patron should request and complete a *Patron Complaint Form*. The written complaint should include the date of the complaint, the name, address, and telephone number of the individual making the complaint, and a detailed discussion of the issue. If the complaint deals with a specific incident, it should also include the date of the incident and the time it occurred.

The Director will promptly review all completed Complaint Forms, and where appropriate, attempt to resolve the complaint directly. The Director will respond in writing within fourteen working days of the complaint.

If the patron is not satisfied with the response provided, and/or if the Director identifies the situation as one in which Board input is warranted, one 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 bi-monthly meetings.

The Board will review the complaint in a timely fashion and will determine what action, if any, should be taken. The decision of the Board is final. The Board will respond to the patron in writing, informing them of any action which will be taken as a result of their complaint. The Board President and the Director will receive copies of and file any correspondence related to the complaint.

Adopted September 22, 2020  
Reviewed without changes: April 2023