

## **Patron Complaints**

## **Policy 1.14**

The Hyde Park Library 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 Library.

A. A Library patron may raise a complaint on an informal basis with the Library's staff or request and complete a Patron Complaint Form. (Section: 6 Forms, Form #10 Patron Complaint Form)

B. The Library Director (or in the absence of the Director, a designee) will review all completed Patron Complaint Forms within seven days and will attempt to resolve issues that do not require the attention of the Board. If the complaint pertains to the Director, the President of the Board of Trustees will review the complaint form and either respond or refer the complaint to the Board of Trustees.

C. Patrons who are not satisfied by the response provided by the Director or Board President, may have their complaint reviewed by the Board of Trustees at the next public meeting.

D. The Board will review all complaints presented to it, provide a response to the complainant, and take any further remedial action warranted by the particular circumstances.

E. The decision of the Board of Trustees with respect to a complaint shall be final.

Approved October 28, 2021