

NorthEast-Patron Complaint Policy and Form

A patron who expresses a complaint shall be treated with respect and assured that the patron's concerns are taken seriously. Patron shall be asked if they wish to fill out a patron complaint form which shall then be given to the director.

Under no circumstances shall a volunteer or staff member attempt to resolve a serious complaint on their own. Complaints regarding library materials, confidentiality issues or any other complaint with legal implications shall be referred to the director who, shall in turn, notify the President of the Board of Trustees as soon as possible.

The President of the Board of Trustees shall decide if a special meeting is necessary. For complaints with legal implications the Board of Trustees shall seek legal counsel before taking any formal action. The patron will be notified of the Board's decision regarding their complaint as soon as possible.

See attached form.

NorthEast-Patron Complaint Policy and Form

Patron Information

Name: _____

Phone #: _____

Email Address: _____

Address: _____

Are you a NorthEast-Millerton Cardholder? Yes No

Please briefly explain the nature of your complaint in the space below. If it applies, please include the date, time, name of library staff, volunteer, or patron that was involved, any efforts that were made to resolve the complaint and information that you believe is significant.

Multiple horizontal lines for writing the complaint details.

Patron's Signature _____ Date _____