

## **2.15 Patron Complaints**

### **Purpose**

Criticisms of the library service, Director, or the library staff, which are brought to the attention of the Board of Directors, shall be handled in the following manner:

The complainant will be asked to initially address the Library Director with their complaint. If the patron is not satisfied with the Director's response, they may submit a signed email or formal letter of complaint to the Library Board President.

Complainant will forward the correspondence to the Board President who will provide copies to the remaining Board members.

The complainant will be informed of the time, date, and place of the Board meeting at which the complaint will be discussed.

The complainant will be contacted within seven days of said meeting regarding the Board's action regarding the complaint.