

POLICY

Subject: Patron Complaint
Adopted: September 8, 1997
Amended: February 14, 2017
Reviewed: April 12, 2022

To define the handling of patron concerns/complaints at the Dickinson County Library.

All patrons shall have access to the patron complaint procedure outlined below. This procedure has been designed to assure patrons a prompt and fair handling of their complaints of alleged violations of their rights, or of receiving unsatisfactory service during their visit to the library. For concerns/complaints regarding library collections or materials, please see the Material Selection Policy.

Any patron may initiate an oral or written complaint relating to a violation of the patron's rights or unsatisfactory service.

Employee responsibility:

- 1) If possible, immediate resolution of the issue by the employee receiving the complaint shall be attempted. If a resolution is not immediately possible, or at the request of the complainant, the matter becomes a concern of the Library Director. The employee receiving the complaint shall report the problem to the Library Director or designee at the time of the occurrence.
- 2) If the issue fails to be resolved immediately and the Library Director or designee is not available, the employee will initiate documentation of the issue using the "Patron Complaint Form" and record or ask the patron to record pertinent information.
- 3) The Library Director will seek immediate resolution of the matter after a review of the complaint. After investigation of the allegations, a phone call to the patron or an in-person conversation shall be initiated to reach a mutual resolution. If the patron cannot be reached after three (3) telephone calls, the Library Director will respond in written format to the complaint. In all cases, a Resolution Letter, containing the agreed upon resolution, will be issued to the patron. The Patron Complaint Form and a copy of the Resolution Letter will be retained in the library files. All reasonable attempts to resolve patron complaints shall be made by the library staff.
- 4) If a satisfactory resolution is not reached, a patron may choose to present the issue directly to the Library Board.

Patron Complaint Form

Date of Complaint: _____

Patron Name: _____

Address: _____

Telephone Number: _____

Library Barcode: _____

Description of Incident:

Suggestions for resolution:

Signature: _____ Date: _____

Initials of Employee Receiving the Complaint: _____

Date: _____

For Library Use:

_____ First phone attempt

_____ Second phone attempt

_____ Third phone attempt

_____ Letter sent

_____ Resolution Letter sent