

**Patron Complaint Policy**

A Library patron initially may choose to raise his or her complaint on an informal, verbal basis with the Library's staff. The library also supplies a suggestion box at the main circulation desk. In the event that the complaint proves not susceptible to informal resolution, the patron should address their concern with the Library Director. The Library Director will review, within 10 business days, all concerns, and where appropriate, attempt to resolve the complaint directly.

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, either or both parties may bring a written complaint, within 10 business days after the Director's response, to the attention of the President or Vice President of the Board of Trustees. Patrons desiring to do so may also address the Board during the public comment period at the beginning of a future Board of Trustee meeting. Within 30 days, the Board will review the complaints presented to it, provide a written response and a verbal response if needed, and take any further remedial action, if deemed necessary, -by the particular circumstances. This decision or action of the Board is final.

Approved by the Board of Directors: July 11, 2019, October 2025

Review cycle every 5 years