



Patron Complaints Policy

Date Adopted: March 20, 2025

Dates Amended: N/A

PURPOSE

While the Gardiner Library strives to provide the highest level of satisfaction and service to its patrons, we recognize that occasionally a patron may wish to make a complaint. Although it is hoped that such occurrences will be rare, it is essential that this policy concerning the handling of complaints is familiar to the Library Director, staff, and Board of Trustees and the guidelines are followed in a fair and timely manner to resolve the complaint.

GUIDELINES

1. Each patron who expresses a complaint shall be treated with respect.
2. The complainant must know that objections will be given serious consideration and that interest in the operation of the Gardiner Library is welcome.
3. Complaints involving an inadvertent lapse in Library service may be handled by a simple apology, explaining that it is the Gardiner Library's mission to provide the best possible service to the community.
4. Library staff will inform the Library Director of recurring unwritten complaints.
5. Complaints concerning a rejection of a purchase request for certain books or materials may occur in which it is necessary to emphasize that the Gardiner Library must operate on an approved and somewhat restricted budget and that an attempt is made to purchase those materials which have the greatest appeal and usage to the overall community.
6. Complaints concerning materials in the Gardiner Library's collection must follow the *Collection Development Policy*.
7. Library staff must be constantly aware that they project the image of the Gardiner Library, an image that should reflect courteous, friendly, and helpful service. Patron complaints about the behavior of staff members should be reported, documented, and directed to the Library Director using the Patron Complaint Form.



8. Any action upon complaints will be deferred until the complaint has received full consideration by the Library Director.
9. If a complaint cannot be resolved by the Library Director or staff, the Library Director shall present the complainant's completed Patron Complaint Form to the Board of Trustees for consideration. The Board of Trustees will review any complaints at their next regular meeting and provide a written response to the complainant. Should the complaint be deemed an urgent matter, the Executive Committee of the Board of Trustees shall convene to review and consider the complaint.



PATRON COMPLAINT FORM

Please complete all fields below. The Gardiner Library will attempt to resolve your complaint quickly and fairly.

Name: _____

Address: _____

Phone: _____

Email: _____

Are you a Gardiner Library cardholder? YES / NO

If no, please state the name of any public library of which you are a cardholder:

Please briefly describe your complaint below or on an attached sheet. If relevant, include the following information: the date and time of the incident, the full names of any Library staff or patrons involved and how they were involved, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information.
