

## Patron Complaint Policy

While the Kinderhook Memorial Library endeavors to provide the highest levels of satisfaction and library services to its patrons, we recognize that occasionally patrons may wish to raise a complaint pertaining to an issue which interferes with their use and enjoyment of the Library. Each patron who expresses a complaint shall be treated with respect and shall be assured by the Library staff member who takes the complaint that the patron's concerns will be given every consideration.

A Library patron initially may choose to raise their complaint on an informal, verbal basis with the Library's staff. In the event that the patron elects not to do so, or that the complaint proves not susceptible to informal resolution, the patron should request and complete a Patron Complaint Form (attached). The Library Director will promptly review all completed Complaint Forms 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 the written complaint to the attention of the Board of Trustees. Patrons desiring to do so may also request an opportunity to address the Board at one of its monthly meetings.

The Board will refer the complaint to the Operations Committee, which will review the Patron Complaint form in a timely fashion and will determine what action, if any, should be taken. The Operations Committee Chair will respond to the patron in writing, informing them of any action which will be taken as a result of their complaint. The Board President and the Director shall receive copies of any correspondence related to the complaint, and the Operations Committee Chair shall report back to the full Board regarding the resolution of the complaint.

*Approved by the Board of Trustees January 14, 2019  
Reviewed by the Operations Committee November 1, 2022*

# Kinderhook Memorial Library Patron Complaint Form

Patron Information

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Address \_\_\_\_\_

Email Address \_\_\_\_\_

Please briefly explain the nature of your complaint in the space below. To the extent relevant, include in your description: the date and time of day when the incident occurred, the location in which the incident occurred, the full names of any Library staff or patrons involved and the nature of their involvement, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information regarding the nature of the complaint.

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Patron Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Date \_\_\_\_\_

We will attempt to resolve your complaint quickly and fairly.  
This form should be completed promptly and submitted to the Library Director.