

## **KENNEBUNK FREE LIBRARY PATRON COMPLAINT POLICY**

This policy addresses patron complaints regarding Library services, materials, procedure or policies. It is the goal of the staff and Board of Trustees of the Kennebunk Free Library to provide the best possible service to our patrons. Library policies and procedures have been developed to provide fair and efficient service to all individuals. Persons who have experienced difficulties with service or who wish to question a library policy are always welcome to discuss those concerns with the Library's Management staff [Library Director, Assistant Library Director or Head of Youth Services]. Library staff will endeavor to resolve those issues as quickly and fairly as possible. If an informal meeting with Library staff does not settle the complaint, a patron may request to enter into the Library's formal grievance procedure.

### **PATRON COMPLAINT PROCEDURE**

1. A patron who wishes to file a formal complaint about a Library policy or procedure, a service, or a staff member's conduct should submit a complaint in writing to the Library Director. The written complaint should include the date of the complaint; the name, address, email address, and telephone number of the individual making the complaint; and a detailed explanation of the issue. If the complaint deals with a specific incident, it should also include the date of the incident. A printed complaint form is available, but its use is not mandatory. The Library Director will acknowledge the complaint upon receipt and will respond in writing within fourteen (14) working days of the complaint.
2. If the complainant is not satisfied with the response of the Library Director, the individual may request that the issue be brought before the Library's Board of Trustees. Requests for Board consideration will be in writing and be presented no longer than 30 days after the decision by the Library Director. If the Board chooses to review the issue, it will be placed on the agenda of the next Library Board meeting, unless the Library Director receives the request eight (8) or fewer working days before the meeting. In that case, it will be placed on the agenda of the following month's meeting.
3. The issue will be discussed at an open public meeting of the Board of Trustees. If the Board finds that it has ample information to make a decision, the Board will render a decision at that time. Summaries of all discussion at open library board meetings will be recorded in the minutes as part of the public record. Board minutes are open to the public after they have been approved by the Board of Trustees.
4. The Board may determine that added information, testimony, or expert advice is needed to render a fair decision. In that case, the Board may choose to postpone the decision to the following meeting or to hold a special meeting of the Board of Trustees for the express purpose of handling the complaint. All efforts will be made to hear the complaint and to render a decision in a timely manner. In no event will the final decision be rendered any later than 90 days after the complaint to the Board is received by the Library Director.
5. The decision of the Board of Trustees is final.
6. The Library will maintain an accurate record of the action taken at each level of the complaint process.
7. This policy does not apply to complaints relating to an exhibit or an item in the Library's collection. Such complaints must follow the procedures sets forth in the Exhibits Policy or Collection Development Policy respectively.

Approved Board of Trustees at the October 2009 Board meeting; Revised 11/28/17

**Kennebunk Free Library  
Patron Complaint Form**

Please complete all fields below and give this form to the Library Director.

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

3. Email: \_\_\_\_\_

4. Daytime Phone Number: \_\_\_\_\_

5. Please briefly describe your complaint in the space below or on an attached sheet. If relevant, include in your description where and when the incident occurred (date and time), 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.

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Signature: \_\_\_\_\_

Date: \_\_\_\_\_