

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

This policy addresses patron complaints regarding Library policy, procedure, service, or a staff member. Our policies and procedures have been developed to provide fair and efficient service to all. Individuals who have experienced difficulties with library policy, procedure, service, or a staff member are always welcome to discuss those concerns with the Library's Management staff [Library Director, Assistant Library Director, or Head of Youth Services]. Library Management will endeavor to resolve those issues as quickly and fairly as possible. If an informal meeting with Library Management does not settle the complaint, a patron may request a copy of the Patron Complaint Form. This policy does not apply to complaints relating to artwork, an exhibit, or materials in the Library's collection. Such complaints must follow the procedures set forth in the Exhibit Policy or Collection Policy respectively.

1. A patron who wishes to file a formal complaint about a Library policy, procedure, service or staff member should submit a Patron Complaint Form to the Library Director. The Form must be filled out in its entirety.
2. The Library Director will acknowledge the complaint upon receipt and will respond in writing within fifteen (15) days of the complaint. If the complaint is about the Library Director's conduct, the Patron Complaint Form must be submitted in writing to the President of the of the Board of Trustees who will share it with the Board's Executive Committee. The President of the Board of Trustees will acknowledge the complaint upon receipt and will respond in writing within fifteen (15) days of the complaint.
3. If the complainant is not satisfied, the individual may request that the issue be brought before the Library's Board of Trustees. Requests to the Board will be in writing and be presented no later than thirty (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 ten (10) or fewer days before the meeting. In that case, it will be placed on the agenda of the following month's meeting.
4. The issue will be discussed at a 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.
5. 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.
6. The decision of the Board of Trustees is final.
7. The Library will maintain an accurate record of the action taken at each level of the complaint process.

**Kennebunk Free Library**

Approved Board of Trustees at the October 2009 Board meeting; Revised 11/28/17; Draft 4.29.25

## Patron Complaint Form

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

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

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

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

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

5. Please describe your complaint in the space below or on an attached sheet. If relevant, include in your description:

- where and when (date and time) the incident occurred
- the full names of any Library staff or patrons involved and how they were involved
- previous efforts made by you and/or Library staff to resolve the complaint
- any other significant information.

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

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