# COMPLAINT PROCEDURE POLICY

The Board wants the people of Mount Pleasant and Henry County to have a definite venue to express their opinions and concerns about the materials, policies, and general service of the library.

## MATERIALS RECONSIDERATION

If patrons have a complaint about the materials, they need to meet with the Director of the Library and follow the Materials Reconsideration Policy in the Policy Book.

## POLICY RECONSIDERATION

If patrons feel a policy is unfair, unwieldy, or impractical they need to meet with the Director. The steps for handling a policy complaint are as follows:

- Complaints may initially be presented in person but must be followed up with a written statement of the problem within a week of incident.
- Complaints cannot be second hand in nature. If patrons have a complaint, they must present it.
- Director and patron will attempt to resolve the problem.
- Director makes suggestions or reports problem to the Board at the next scheduled Board meeting.
- Patron, if not satisfied, makes a full presentation to the Board at the next scheduled Board meeting.

## LIBRARY SERVICE COMPLAINT PROCEDURES

Complaints concerning the services and/or delivery of services should be directed to the department involved.

- Complaints may be initially presented in person but must be followed up with a written statement of the problem within a week of the incident.
- Complaints cannot be second hand in nature. If there is a problem, the patron with the complaint needs to make the official complaint.
- The staff member in charge of the department will discuss the complaint with the patron and attempt to reach resolution.
- If resolution is not reached, the staff member and patron will schedule a meeting with the Director.
- If resolution is not reached at that time, the Director, staff member and patron will meet with the Board at the next scheduled Board meeting.

**Approved by Board of Trustees**
**January 11, 2022**