



Patron Complaint Policy

While the Roeliff Jansen Community Library strives to provide the highest level of library service, we recognize that conflicts and/or differences of opinion occur and encourage the proper venue for voicing complaints.

A Library patron should begin by making her/his complaint in an informal, verbal manner to Library staff. If the patron chooses not to do so, or if the complaint does not lend itself to informal resolution, the patron should complete the **Patron Complaint Form**. The Library Director will promptly review the completed form and, where appropriate, attempt to resolve the complaint directly. If the patron is not satisfied with the response provided, the complaint is directed at the Library Director, or the Library Director identifies the situation as one in which Board input is warranted, either or both parties may bring the written complaint to the Library Board of Trustees. A patron may also request an opportunity to address the Board at one of its monthly meetings.

The Board will review all complaints presented to it in a timely fashion, will determine what action, if any, should be taken, and provide a written response to the complainant. The decision of the Board of Trustees with respect to a complaint shall be final.

Approved by the Board of Trustees, August 8, 2017

Reviewed and Amended, March 15, 2022

