



PATRON COMPLAINT POLICY

While the Town of Esopus Library tries to provide the highest levels of satisfaction and service to its patrons, it recognizes that occasionally a patron may wish to make a complaint and that it must be addressed and resolved. Additionally, the Library wants to ensure that each patron who expresses such a complaint shall be treated with respect and assured by the staff person who takes the complaint that the patron's concerns will be given every consideration.

A Library patron may choose to start by making their complaint on an informal, oral basis to the Library's staff, which will be referred to the Director for resolution. If the patron chooses not to do the informal complaint process, or if the complaint does not lend itself to informal resolution, the patron should request and complete a patron complaint form. The Library Director will promptly review the completed complaint form and, where appropriate, attempt to resolve the complaint directly.

Any complaints received by the Board itself will be referred to the Governance and Personnel Committee for review and, if appropriate, referred to the Director for resolution.

If the patron is not satisfied with the response provided, and/or if the Director decides that the situation warrants a decision be made by the Board of Trustees, either or both parties may bring the written complaint to the attention of the Governance and Personnel Committee of the Board. The Governance and Personnel Committee will promptly review the written complaint presented to it, bring the matter to the entire Board for review and provide a written response to the complainant, and take any further remedial action warranted by the particular circumstances. The decision of the Board of Trustees with respect to the formal written complaint will be discussed with the Director and become final.

Adopted by the Board of Trustees: April 23, 2014

Revised by the Board of Trustees: January 24, 2024