

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 Board at next scheduled Board meeting.
- Patron, if not satisfied, makes full presentation to Board at next scheduled Board meeting.

LIBRARY SERVICE COMPLAINT PROCEDURES

Complaints concerning the services and/or delivery of services should 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 next scheduled Board meeting.

Approved by Board of Trustees September 8, 2009