

SOUTH HAVEN MEMORIAL LIBRARY

POLICY FOR RESPONDING TO PUBLIC COMPLAINTS

A complaint from a Library patron shall initially be dealt with by the person receiving said complaint in a prompt and courteous manner. That person shall attempt to resolve it then but if not possible, the following steps for resolution are to be taken:

1. Inform the complainant that the complaint shall be given to the Library director or the complainant can give it to or speak with the director. The director will attempt to resolve the problem. Should the Director's involvement or solution not be sufficient, the Director will bring it to the Library Board President.
2. The Board President will attempt to resolve the issue and should that not be satisfactory to the complainant the Board President shall then involve the full Library Board of Directors and
3. At their next, regularly scheduled public meeting, the full Board of Directors will review the complaint, the steps taken to resolve the complaint and ultimately issue an oral or written conclusion to the problem. There is no appeal from the Board response.

The board of directors may resolve the complaint during that meeting or, if warranted, resolve it at a later, regularly scheduled meeting.

November 2006