

**Heermance Memorial Library
Patron Complaint Policy**

While the Heermance Memorial Library tries to provide the highest levels of satisfaction and service to its patrons, we recognize that occasionally a patron may wish to make a complaint.

A Library patron may choose to start by making his or her complaint on an informal, oral basis to the Library's staff. If the patron chooses not to do so, 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.

If the patron is not satisfied with the response provided, and/or if the Director decides that the situation warrants the input of the Board of Trustees, either or both parties may bring the written complaint to the attention of the Board. A patron desiring to do so may also request an opportunity to address the Board at one of its monthly meetings.

The Board will promptly review a complaint presented to it, provide an oral and/or 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 a complaint will be final.

Adopted by the Board of Trustees of the Heermance Memorial Library March 20, 2014

**Heermance Memorial Library
1 Ely St
Coxsackie, NY 12051**

**Heermance Memorial Library
Patron Complaint Form**

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

1. Name: _____

2. Address: _____

3. E-mail: _____

4. Daytime Phone Number: _____

5. Are you a Heermance Memorial Library cardholder? Yes ____ No ____

6. If the answer to #5 is "no", please state the name of any public library of which you are a cardholder.

7. Please briefly describe your complaint in the space below or on an attached sheet. If relevant, include in your description where and when the incident occurred (date and time), the full names of any Library staff or patrons involved and how they were involved, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information.

Signature: _____ Date: _____