Brewster Public Library Patron Complaint Policy

The Brewster Public Library strives to provide the highest levels of satisfaction and service to its patrons, but 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 complaint, and take any further remedial action warranted by the particular circumstances.

Reviewed and approved by the Brewster Public Library Board of Trustees: April, 2022

Brewster Public Library Patron Complaint Form

Please complete the form below. We will attempt to resolve your complaint quickly and fairly.

	Name:
2.	Address:
3.	E-mail and Daytime Phone #:
١.	Are you a Brewster Public Library cardholder? Yes No
j.	If the answer to #4 is "No", please state the name of the public library of which
	you are a cardholder
S .	Library staff who received complaint:
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 occured (date and time), the full names of any Library staff or patrons involve 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:

Brewster Public Library Patron Complaint Form - Library Staff Follow-Up

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Results of investigation:		
Action taken (Include date patron was contacted with outcome):		
Approved signature:	Date:	