

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

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Patron Complaint Form - Library Staff Follow-Up

Results of investigation:

Action taken (Include date patron was contacted with outcome):

Approved signature: _____ Date: _____