

AMENIA FREE LIBRARY

3309 RT 343, P.O. Box 27

Amenia, NY 12501

845-373-8273

www.amenialibrary.org**Patron Complaint Policy**

The Amenia Free Library's aim is to provide the highest levels of customer service to its patrons, while recognizing that occasionally a patron may wish to make a complaint. A library patron is encouraged to start by making his or her complaint on an informal, verbal basis to a library staff member. If the patron chooses not to make a verbal complaint, or believes that the complaint is not resolved informally, the patron should request and complete a Patron Complaint Form.

The Library Director, or his/her designee in the absence of the Director, will review the completed Patron Complaint Form and provide a response and/or attempt to resolve the complaint within five business days of receiving it.

If the patron is not satisfied with the response provided by Library Staff and/or the Director decides that the situation warrants the input of the Board of Trustees, either or both parties must bring the written complaint to the Library Board's attention. A patron may also request to address the Board of Trustees at a regular monthly meeting of the Board. The Board will respond to said complaint within seven business days of receiving written notification of the complaint or within seven business days of a Board meeting at which the complainant appeared. The Board will take any further remedial action warranted by the particular circumstances. The decision of the Library Board of Trustees with respect to a complaint will be considered final.