

PATRON COMPLAINT POLICY

The Board of Trustees and Staff of the Berwyn Public Library are committed to providing quality service to our patrons. In the event a patron believes our service has fallen short of expected standards or established policies, the patron should discuss the complaint and seek resolution with the staff member on duty at the department desk or service area in which the complaint arose. If the matter cannot be resolved through informal discussion, the following procedures will apply:

Step 1

The patron should fill out a Berwyn Public Library Patron Complaint Form (1) and request a meeting with the appropriate department head to discuss the matter. If both parties have come to a resolution, the resolution will be implemented and recorded on the Complaint Form. If no resolution is found, the patron's complaint and the department head's response will be forwarded in writing to the Library Director for review. The Library Director will then schedule a meeting with the patron.

Step 2

At the scheduled review meeting, the Library Director and patron will work toward a resolution of the original complaint. If both parties have come to a resolution, the resolution will be implemented and recorded on BPL Complaint Form (2). If, after meeting with the Library Director, no resolution is found, the written complaint and the Library Director's response will be forwarded to the Library Board of Trustees. The Secretary of the Library Board will then schedule a meeting with the patron and the board at the next agreed upon board meeting.

Step 3

At the next agreed upon board meeting, time will be set aside to hear the complaint either during the Public Comment period at the beginning of the meeting or, if the complaint involves Library personnel, during a Closed Session.

No decision will be rendered that day. The Board will table further discussion to the next regular meeting at which time a decision will be reached. The Board's response will be submitted to the patron in writing on BPL Complaint Form (3).

The Board's decision will be final.

Approved by the Berwyn Public Library Board of Trustees
Effective September 15, 2008
Last revised March 19, 2013

Berwyn Public Library Patron Complaint Form 1

Patron Contact Information

Name _____
Address _____
Telephone _____ E-Mail _____

Description of the Complaint

Time of incident: _____ Date: _____

Department or location in which incident occurred: _____

Complaint summary: _____

Name of staff or patron witness (if available): _____

Please schedule a meeting with this department's supervisor.

Supervisor name: _____ Meeting date and time: _____

Resolution (to be filled out after the meeting)

We have discussed the complaint above and have agreed to the following resolution:

Signed: _____ and _____ Date: _____
Patron Department Supervisor

or

I have discussed this matter with the Department Supervisor, but would like to request a meeting with the Library Director. (You will be contacted within 30 days.)

Signed: _____ Date: _____
Patron

Berwyn Public Library Patron Complaint Form 2
Library Director Review

The Library Director has reviewed the attached Patron Complaint Form and met with the patron _____ on _____
Name Date

Resolution (to be filled out after the meeting)

We have discussed the complaint above and have agreed to the following resolution:

Signed: _____ and _____ Date: _____
Patron Library Director

or

I have discussed this matter with the Library Director, but would like to request a meeting with the Library Board. (You will be contacted within 30 days.)

Signed: _____ Date: _____
Patron

Berwyn Public Library Patron Complaint Form 3
Library Board Review

The Library Board has reviewed the attached Patron Complaint Form and met with the patron _____ at the board meeting on _____

Name

Date

Resolution (to be filled out following discussion of the Library Board)

We have discussed the complaint above and have agreed, as a board, to the following resolution:

Signed: _____ Date: _____

Library Board President

The complaint resolution put forth by the Berwyn Library Board is final.

Internal Staff Form for Patron Complaint

Patron Making the Complaint

Name _____

Address _____

Telephone _____ E-Mail _____

Description of the Complaint by Receiving Staff Member

Time of incident: _____ Date: _____

Department or location in which incident occurred: _____

Staff member summary:

Name of staff member (print): _____ (signature): _____

Attach this summary to the Patron Complain Form and submit both to your Department Supervisor.

REMEDIATION PROCEDURES:

Step 1: The Department Supervisor and patron should meet at the agreed time. If they are able to resolve the complaint, they should fill out and sign the Complaint Form.

If the complaint is not resolved to the patron's satisfaction, he/she may request a meeting with the Library Director. The Department Supervisor should give a brief written summary of the meeting with the patron.

Department Supervisor's summary of patron meeting:

Supervisor's recommendations/resolution:

Signature: _____ Date: _____

Step 2: The Library Director and patron should meet at the agreed time. If they are able to resolve the complaint, they should fill out and sign the Complaint Form.

If the complaint is not resolved to the patron's satisfaction, he/she may request a meeting with the Library Board. The Library Director should give a brief written summary of the meeting with the patron.

Library Director's summary of patron meeting:

Library Director's recommendations/resolution:

Signature: _____ Date: _____

Step 3: Complaint referred to Library Board for hearing on (date): _____

Summary of patron testimony:

The Secretary of the Library Board will provide a copy of the board's response to the patron following a vote on the proposed resolution for the complaint.