

# Patron Complaints Policy

The Valatie Free Library board of trustees encourages public comment. We at all times want our patrons to have a pleasant experience while using their library. If however a situation arises that the board receives comment or a complaint from a patron we will do all in our power to remedy the situation in a timely manner. We will follow these basic guidelines:

1. If a patron addresses the board at a meeting, we will do everything in our power to answer the question(s) presented at that time. This will exclude any comment on any issue involving a specific employee-this must be done in executive session.
2. A written question or complaint will be reviewed and addressed in writing as soon as possible.
3. Phone questions and complaints will be addressed over the phone if possible. If more investigation is necessary the situation will be addressed at a board meeting.

Approved by the Valatie Free Library on 8/7/17

Approved by the Valatie Free Library Board: 5/17/2021