

DEPARTMENTAL POLICY

To: ALL LIBRARY STAFF

From: JENNIFER SALAS,
LIBRARY DIRECTOR

Subject: USERS SUGGESTIONS AND COMPLAINTS

Effective Date: 4/17/2024

Prepared by: SYLVIE SZAFRANSKI

PURPOSE

The purpose of this policy is to provide guidelines for handling suggestions and complaints from our patrons.

POLICY

The Martin County Library System will handle user comments and complaints in a professional and timely manner. Staff members are expected to be able to answer most questions and complaints to the patron's satisfaction. Staff members are also expected to defuse situations when needed in order to maintain a calm atmosphere in the Library. Staff members are also expected to escalate complaints to their supervisor when needed. Staff may contact another manager when their supervisor is unavailable. Suggestions and complaints will be kept on file for one (1) year.

AUTHORITY

Library Board of Trustees
Library Director

PROCEDURE

Library staff welcome feedback and receive it with courteous goodwill.

Related documents:

[Patron Responsibility / Inappropriate Behavior Policy](#)
[User Complaints Staff Guidelines](#)
[User Suggestions & Complaints Form](#)

APPROVED BY: _____
Jennifer Salas, Library Director

DATE: _____

APPROVED BY: _____
Library Board of Trustees

DATE: _____

Suppression History:

12/16/1999
01/18/2006
03/18/2015