

## 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