

**Chesterfield Public Library
Patron/Library User Complaint Policy**

Library staff should be aware that occasional complaints will be made concerning Library services, staff members, or other Library users. The staff needs to be familiar with the policies that are established to handle such complaints, and be positive and timely with implementing them.

1. Assure the complainant that the objectionable matter will be given serious consideration and positive suggestions will be welcome.
2. Complaints involving an inadvertent oversight in service could be resolved with an apology and explanation, showing the desire to give the best possible service.
3. It may be necessary to reject a request to purchase certain books or materials due to budgetary constraints and the needs of the community as a whole (see Selection Policy).
4. The staff must consciously betray the image of the Library: friendly, courteous and helpful. Any complaints about staff members should be documented and reported to the Library Director.
5. If any complaint cannot be resolved by the staff or the director, a written complaint should be submitted to the director to present to the Board of Trustees for consideration. (see Complaint Form)

Reconsideration of Library Materials

The following procedures will be followed in making a complaint against materials held by, or accessible in, the library; and for requesting the material to be reconsidered or removed from the Library.

- a. A Request for Reconsideration of Library Materials form needs to be completed by the complainant.
- b. Any action on the request will be deferred until the request form has been reviewed by the Library Director and the Library Board of Trustees. (see Request for Reconsideration of Library Materials form)

