

**Wolcott Public Library**  
**Patron Complaint Policy**

The Wolcott Public Library takes pride in providing the highest level of service to its patrons. We do, however, recognize that on occasion a patron might want to make a complaint regarding a circumstance that may interfere with his or her use of the library.

Patrons are welcome to raise complaints on an informal, verbal basis with the library staff and/or Director. Should the patron choose not to do so, or if the complaint is not suited to informal discussion and/or resolution, patrons may fill out a Patron Complaint Form.

The library Director will review all completed complaint forms in a timely manner and attempt to resolve the issue.

Should the patron not be satisfied with the response of the library Director, or if the Director deems that Library Board input is appropriate, the Director will bring the written complaint to the Library Board at its next regular meeting.

The Library Board will review all complaints presented to it and provide a verbal and/or written response to the complaint if it deems it necessary to do so. The Board will also take any action it feels is warranted by the complaint. The decision of the Library Board will be final.