

North Grenville Public Library

Policy Type: **Governance & Administration**

Policy Number: **1.1.8**

Policy Title: **Complaints Policy**

Policy Approved Date: **July 30, 2015**

Policy Review Date: **July 2017**

The North Grenville Public Library is committed to providing excellent service and it invites feedback to ensure the continuous improvement of the services and facilities it provides. However the Library recognizes that sometimes persons who have experienced difficulties with service or who wish to question a library policy may wish to discuss their concerns with Library staff. Library staff will treat all users politely and with respect. In return, staff are not expected to tolerate any behaviour that is of a personal, abusive or threatening nature. Library staff will endeavour to resolve the issue as quickly and fairly as possible. If an informal meeting with Library staff does not settle the complaint, an individual may choose to enter into a formal grievance procedure.

Complaints about the North Grenville Public Library that appear on the Library's social media outlets will be responded to online if appropriate. Complaints about staff members will be removed from the site. Complaints about Library service or staff on other social media outlets (personal Facebook pages etc.) will not receive a response.

- 1) A person who wishes to file a formal grievance about a library policy or a procedure, a service, or a staff member's conduct should submit a complaint in writing to the Library CEO. Complaints directed toward the CEO should be referred directly to the North Grenville Public Library Board.

The written complaint should include the date of the complaint, the name, address, email address and telephone number of the individual making the complaint and a detailed discussion of the issue. If the complaint deals with a specific incident, it should also include the date of the incident.

A complaint should be made as soon as possible after the matter giving rise to it.

- 2) The CEO will respond to the person in writing within thirty (30) days from the time of the referral. Complaints directed toward the CEO should follow the same procedure, but communication is to be directed to the North Grenville Public Library Board.
- 3) If the complaint is not resolved to the individual's satisfaction, the individual may request that the issue be brought before the Library Board. Requests for Board consideration must be in writing. The issue will be placed on the agenda of the next library board meeting. Requests must be received seven (7) days prior to the meeting.
- 4) The issue will be discussed at an open public meeting of the Library Board. If the complaint is about the conduct of a staff member the meeting will be held "in camera".

- 5) If the Library Board finds that it has ample information to make a decision the Library Board will render a decision at that time. If the Board requires additional information a letter of response and decision will be sent to the complainant within thirty (30) days.
- 6) The decision of the North Grenville Public Library Board is final.

Related Policies

- 3.4.7/8 Harassment and Violence in the Workplace**
- 3.5.1 Protection of Privacy and Access to Information**

Note: Communication and Social Media Policy will be added to this.