

Approved: May 2024

## **Patron Complaint Policy**

While the Menlo Public Library tries to provide the highest levels of satisfaction and services to its patrons, we recognize that occasionally a patron may wish to make a complaint. Any complaint regarding personnel or a situation objected to by a patron will be addressed by:

-the complainant may fill out a form available in the library or on the Menlo Public Library website, which will then be reviewed by the director and Board to determine what action, if any, should be taken. If the complainant provides contact information including name, email and/or address, they will receive a written response within two week of the next Board meeting.