

The Dr. Grace O. Doane Alden Public Library Complaint Policy

The Alden Public Library aims to provide the highest levels of satisfaction and service to its patrons while recognizing that occasionally a patron may wish to make a complaint. A Library patron is encouraged to start by making his or her complaint on an informal, verbal basis to a Library Staff member.

If the patron feels that the complaint does not lend itself to informal resolution, the patron should direct their complaint to the Alden Library Director in person, over the telephone, in writing or by completing the "Patron Complaint Form". The Library Director, or his/her designee in the absence of the Director, will review the complaint and attempt to resolve the complaint within five business days of receiving it.

If the patron is not satisfied with the response provided by Library Director, the patron may bring the written complaint to the Board's attention in writing to:

Trustee President
Alden Library
PO Box 78
Alden, IA 50006

The Board will respond to said complaint within five business days of the next Board meeting at which the complaint is addressed. The Board will take any further remedial action warranted by the particular circumstances. The decision of the Board of Trustees with respect to a complaint will be considered final.

The Board will not hear any complaints if the Library Director has not previously attempted to resolve the situation.

Approved by the Alden Public Library Board of Trustees:
November 2017

