

Complaint Policy / Form

Catskill Public Library & Palenville Branch Library

While the Catskill Public Library strives to provide the highest level of service, we recognize that conflicts and/or differences of opinion occur and encourage the proper venue for voicing complaints.

A library patron should begin by making her/his complaint in an informal, verbal manner to library staff. If the patron chooses not to do so, or if the complaint does not lend itself to informal resolution, the patron should complete the **Patron Complaint Form**. The Library Director will promptly review the completed form and, where appropriate, attempt to resolve the complaint directly. If the patron is not satisfied with the response provided or the complaint is directed at the Library Director, the complaint should then be addressed to the Library Board of Trustees (A patron may also request an opportunity to address the Board at one of its monthly meetings).

The library Director or Board will review all complaints and follow up with the complainant as well as provide a written response within seven business days.

Complaint Form

Catskill Public Library & Palenville Branch Library

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

Date _____

Name _____

Address _____

Email _____

Phone # _____

Describe your complaint in the space below and on the flipside of this page. Please give as much detail as possible. If relevant, describe **where** and **when** (date and time) the incident occurred, the full names of library staff or patrons involved, **how** they were involved and any previous effort you and/or Library staff took to resolve the complaint.
