



Naples Library Patron Complaint Policy

While the Naples Library endeavors to provide the highest levels of satisfaction and library services to its patrons, we recognize that occasionally, patrons may wish to raise a complaint pertaining to an issue which interferes with their use and enjoyment of the Library.

A Library patron initially may choose to raise his or her complaint on an informal, verbal basis with the library's staff. If the patron is not satisfied with the response provided, and/or if the Director/Manager identifies the situation as one in which Board input is warranted, either or both parties may bring the written complaint to the attention of the Board of Trustees. Patrons desiring to do so may also request an opportunity to address the Board at one of its monthly meetings.

The Board will promptly review all complaints presented to it, provide a written response to the complainant, and take any further remedial action warranted by the particular circumstances.

The decision of the Board of Trustees with respect to a complaint shall be final.

This policy may be amended by the Naples Library Board of Trustees at any time.

Adopted by the Naples Library Board of Trustees on April 19, 2016. Amended September 18, 2018.