

## Complaint Policy (January 22, 2024)

On occasion, Library users may have concerns about some aspect of Library service. This policy provides a procedure for registering that concern or complaint and receiving a response in a timely and orderly fashion.

### Step 1

A written complaint or concern describing the details or condition should be provided to the Library Director within ten days of its occurrence. The Library Director will respond in writing within ten days of the receipt of the complaint or concern. If the person submitting the complaint or concern would like to appeal the Library Director's decision in this matter, he or she may proceed to the next step. Mailed complaint/concerns should be addressed to:

Library Director  
Springvale Public Library  
443 Main Street  
Springvale, Maine 04083

### Step 2

A copy of the original complaint or concern filed with the Library Director and a written explanation of why the Library Director's response is not acceptable should be sealed in an envelope and addressed to:

President  
Board of Trustees  
Springvale Public Library Association  
443 Main Street  
Springvale, Maine 04083

The envelope may either be mailed to the President of the Board of Trustees or given to a Springvale Library staff member at the Circulation Desk who will date the envelope when it was received. The Board President will be notified by email of the delivery of the envelope to the library. The President of the Board will respond within ten days from the delivery date.

Under no circumstances will a complaint or concern be considered by the Board of Trustees if the Library Director has not been given the opportunity to resolve the situation per Step 1 above or if the procedure in Step 2 above is not followed.

**Adopted Springvale Public Library Board of Trustees**

**January 22, 2024**