

5.2 Complaints

Each patron who expresses a complaint shall be treated with respect and assured by the staff person who takes the complaint that the patron's concerns will be given every consideration.

1. Each complaint shall be referred to a department supervisor, who will follow the established SCPL guidelines for dealing with the public as expressed in the SCPL staff manual.
2. If the situation cannot be resolved, the department supervisor will offer to consult with the library Director or Assistant Director.
3. Under no circumstances shall a staff member attempt to resolve a serious complaint on his or her own. Such issues as challenges to materials, confidentiality issues or any other complaint with legal implications shall immediately be taken to the Library Director who shall notify the President of the Board of Trustees as soon as possible.
4. If a patron is complaining about specific library materials, they shall be given the Request for Reconsideration of Library Materials form to fill out and submit. Department supervisors will initiate a formal process of evaluating the complaint. The Library Director will respond in writing to the patron with the decision made in regard to the material in question.
5. For those situations carrying legal implications the Board of Trustees shall seek legal counsel before taking any formal action with regard to such a complaint. The patron will be notified of the Board's decision as soon as possible.