

Section of Manual Gravenhurst Public Library	Effective Date
Subject Complaints Received	Policy No. 46

POLICY

Complaints arising with regard to the Library shall be made in writing and shall be passed on to the Chief Executive Officer and the Gravenhurst Library Board as soon as possible.

Complaints received by the Chief Librarian shall be made in writing and shall be passed on to the Chief Executive Officer and the Gravenhurst Library Board as soon as possible.

Complaints from Board Members or received by Board Members shall be made in writing and shall be passed on to the Chief Executive Officer and the Board as soon as possible.

PURPOSE

To ensure that all complaints are dealt with quickly and consistently.

PROCEDURE

- If complaints arise with regard to the Library, the Chief Executive Officer and/or Chief Librarian shall be notified immediately.
- The Chief Executive Officer and the Chief Librarian shall pass on the complaints to the Gravenhurst Public Library Board as soon as possible.