

Complaints Resolution Policy

Introduction

The Somerset County Library aims to provide the highest standard of service to our customers. To achieve this objective, the Library is committed to a fair, efficient and timely resolution of any complaint received.

The Library recognizes the value of customer feedback, both positive and negative, in improving services. This Complaints Resolution Policy aims to provide a structured approach to resolving complaints and disputes that is fair and equitable and that will lead to solutions that are acceptable to all parties.

This policy is primarily to address customer service issues or concerns about library policies. Internal complaints are handled through the Grievance Policy in the Employee Handbook.

How to make a complaint

Complaints about library service should be presented to the Library Services Manager, either verbally or written. If the complaint is with the Manager, then the complainant may present the problem directly to the Director or their designee. Likewise, if the complaint regards the Director, then the complainant may present the problem to the Library Board of Trustees.

Complaints or concerns about library policy should be presented in writing to the Director for review and presentation to the Board of Trustees.

Complaints resolution process

If the complaint is verbal, relevant staff must either resolve it immediately or request the complainant to submit a written complaint.

The Library will formally acknowledge in writing any written complaint. Our aim is to resolve most complaints within 14 days depending on the nature and complexity of the complaint. If unable to resolve the complaint within 14 days, we will provide you with a resolution timetable.

You may make a formal written complaint addressed to the Director if you are not satisfied with the progress.

If you are not satisfied with how your complaint has been resolved, you can write to the President of the Board of Trustees to pursue the matter.

Communication

Relevant staff, or the Director at the Board's behest, will communicate to the complainant any determination in relation to the complaint. If appropriate, the Library will make changes to prevent the situation from reoccurring.