

Bristol Library
6750 County Road 32
Canandaigua, NY 14424
585-229-5862
www.thebristolibrary.com

**External Policy/Patron Complaint Policy
Policy # EP-10**

Effective Date, 05/11/2021

APPLICATION: Library Patrons, Staff, Trustees

STATEMENT OF PURPOSE: The Bristol Library Board acknowledges that a standardized procedure to handle patron complaints must be a component of the Library's policies. Trustees must recognize and acknowledge a citizen's right to question any board action and every trustee must be willing to listen to challenges and explain the library's policies and the reasons for them.

POLICY: It is the policy of the Bristol Library to establish and maintain a Patron Complaint Policy.

RESPONSIBILITY: The Board of Trustees is responsible for establishing the Library's Patron Complaint Policy. The Manager and the Board are responsible for enforcing the policy.

APPROVED: 05/11/2021 by the Bristol Library Board of Trustees

REVISED: DD/MM/YYYY by the Bristol Library Board of Trustees

REVIEWED BY/ON: