



Louis B. Goodall Memorial Library

COMPLAINT POLICY

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
Goodall Library
952 Main St.
Sanford, Maine 04073

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
Sanford Library Association
952 Main Street
Sanford, Maine 04073

The envelope may either be mailed to the President of the Board of Trustees or given to a Goodall Library staff member at the Circulation Desk who will stamp it with the date received and place it in the President's mailbox. The President of the Board will respond within ten days from the stamped date or postmark.

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 9/19/01
Sanford Library Association
Board of Trustees