

Mount Morris Library
121 Main St.
Mount Morris, NY 14510

Mount Morris Library Patron Complaint Policy

We recognize that patrons may occasionally wish to raise a complaint pertaining to an issue that may interfere with their use and enjoyment of the library.

A Mount Morris Library Patron may choose to raise their complaint on an informal, verbal basis with the Mount Morris Library staff. In this case, Mount Morris Library staff will make every attempt possible to resolve the complaint themselves. If this is not possible, staff will refer the complaint to the Library Director. In the event that the complaint cannot be resolved informally, the patron should file a written complaint with the library. The Library Director will promptly review the complaint and attempt to resolve the complaint either directly or in conjunction with members of the Mount Morris Library Board of Trustees.

If the patron is not satisfied with the library's response to their complaint, and/or if the Director identifies the situation as one in which Board input is warranted, either or both parties may bring the written complaint to the attention of the Board. Patrons may also request the opportunity to directly address the Board of Trustees at the monthly meeting.

The Board will promptly review all complaints presented, provide a verbal and/or written response to the complainant, and take any further remedial action warranted by the particular circumstances.

The decision of the Board of Trustees with respect to a complaint shall be final.

The Mount Morris Library Board of Trustees reserves the right to amend this policy with no prior notice at any time.