

**Raquette Lake Free Library**  
**Patron Complaint Policy**

Any complaints by patrons or the public regarding the operation of the Raquette Lake Free Library, the conduct of its staff, actions or inactions of the Library Director or of a Trustee are to be brought to the attention of the Library Board as soon as possible and in any form whatsoever.

Patrons may choose to use the Library's incident report form to bring the matter to the Library Board's attention.

Each complaint will be taken seriously and will be reviewed by the Library Board at its next regular or special meeting. According to the nature of the complaint, the Board may decide to review and discuss the complaint in public or in executive session.

Should a complaint concern an action or inaction of a criminal nature or any form of harassment, the Board, upon review and discussion of the matter, shall refer it to law enforcement for consultation or action.

Adopted on January 11, 2021