



## Trumbull Library System Complaints Policy

The Trumbull Library System Board of Trustees has adopted the following policy governing complaints.

1. A member of the Board receiving a complaint should refer the complaint to the Library Director without any discussion on the validity of the complaint.
2. A member of the Library staff receiving a complaint should refer the complaint to his/her supervisor. If the supervisor cannot resolve the complaint, it should be referred to the Library Director.
3. A supervisor receiving a complaint should try to resolve the complaint. If the complaint cannot be resolved, the complaint should be referred to the Library Director.
4. If the Director receives a complaint and cannot resolve the complaint satisfactorily, the complaint should be referred to the Board of Trustees for appropriate action.

This policy is subject to change at the discretion of the Trumbull Library Board of Trustees.

“In accordance with the General Statutes of Connecticut, Section 11-23, The Trumbull Library System Board of Trustees shall make and adopt bylaws, rules and regulations for the government of the library and reading room.”

*Adopted by the Trumbull Library Board of Trustees ~March 11, 2009*

