



WASHINGTON PARISH LIBRARY

Patron Complaints and Grievances Policy

The Washington Parish Library is committed to providing high-quality service to all patrons and to maintaining public trust through transparency and responsiveness. For the purposes of this policy, a patron grievance is a formal complaint submitted by a member of the public regarding library services, facilities, policies, procedures, or staff interactions.

Service Concern Resolution

The Washington Parish Library encourages staff to resolve routine service concerns at the point of service whenever possible. Staff members are authorized to take reasonable steps to address patron concerns and correct service issues in a timely and courteous manner.

When a concern cannot be resolved at the point of service, the matter may be referred to branch management or handled through the Library's Patron Grievance Procedure.

Patron Grievances

Patrons who have concerns regarding library services, facilities, policies, procedures, or staff interactions may submit a formal complaint for review. The Library will make reasonable efforts to address and resolve complaints in a timely and professional manner.

Complaints regarding library materials are addressed through the Library's Materials Reconsideration Policy. Matters related to personnel decisions, employment actions, or actions of the Library Board are not subject to this grievance procedure.

The Library may decline to investigate complaints that are anonymous, lack sufficient detail to permit review, or concern matters outside the scope of this policy.

The Library reserves the right to discontinue review of complaints that contain abusive language, threats, or repeated submissions of previously resolved issues.

Complaints will be reviewed according to the Library's established Patron Grievance Procedure. Submission of a complaint does not guarantee a particular outcome.

The Library Board of Control serves as the final level of appeal for complaints that cannot be resolved administratively.

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