



## **Aurora Public Library Board**

# **COMPLAINT HANDLING POLICY**

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### **PURPOSE**

This policy outlines the process to be followed when a customer expresses dissatisfaction with any aspect of the Library's operation. Such expressions will elicit a response or resolution in accordance with the guidelines outlined in this policy.

### **BACKGROUND**

Service excellence and customer satisfaction are priorities for the Aurora Public Library. The Library is committed to providing a clear and consistent process to respond to complaints received from members of the public regarding programs, facilities, services, staff or operational procedures.

Frontline and supervisory staff shall initially respond to complaints or concerns expressed by the public. The procedures outlined in this policy apply to complaints or concerns that, in the view of the complainant, have not been satisfactorily resolved by staff and who wish to escalate the complaint to a higher authority.

This policy does not apply to:

- General feedback, inquiries or suggestions
- Issues relating to collections and information resources\*
- Compliments
- Anonymous complaints
- Internal staffing complaints

### **CONFIDENTIALITY**

All complaints will be dealt with in a confidential manner, in accordance with the Municipal Freedom of Information and Protection of Privacy Act and other applicable legislation. The identity of the complainant will be made known only to authorized individuals who require this information in order to consider the complaint. All participants in the complaints process shall keep the details of the complaint confidential except as may be required by law.

### **HOW TO SUBMIT A COMPLAINT**

If a complainant is not satisfied with the response of frontline or supervisory staff, he/she may appeal their decision to the CEO. Complaints may be submitted online <http://aurorapl.ca/content/contact-us-0>, by telephone (905-727-9494 x 221), by email ([ceo@aurorapl.ca](mailto:ceo@aurorapl.ca)), or by mail (Aurora Public Library, 15145 Yonge Street, Aurora, ON L4G 1M1).

The following information should be included in the complaint:

- The specific details of what occurred
- The date of the occurrence, including time, day, month and year
- The names of who was involved, if known
- What was said or done
- What kind of resolution is being sought

The CEO will provide a timely response to the complainant with a decision on the appeal.

### **APPEAL PROCESS**

The complainant shall be provided with an opportunity to appeal a decision of the CEO. Such appeals shall be made in writing addressed to the Chair of the Aurora Public Library Board, c/o Aurora Public Library. The Chair will determine if the appeal should be heard by the Library Board. The Board may not overturn staff decisions unless a finding is made that existing policy was not followed correctly. The Board may make recommendations to the CEO on the matter and may recommend policy amendments for future application.

A complainant who makes direct contact with a Board member for assistance in the resolution of specific service or policy issues should be referred to the CEO. A Board member should refrain from handling a specific case or attempt to resolve the issue themselves. Information about the ongoing management of a case should be conveyed by the CEO who will inform the concerned Board member about actions taken in the case.

### **Related Policies**

1. APL Rules of Conduct
2. Collection Development Policy\*

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