

R I V E R D A L E
Public Library

**POLICY FOR PATRON CONCERNS, COMPLAINTS,
and SUGGESTIONS**

The Board of Trustees of the Riverdale Public Library seeks to make every attempt to meet the needs of the residents of the Borough of Riverdale in regards to the operation of the library.

On occasion a patron has a concern, complaint or suggestion that he or she feels should be addressed. In order to enable the library to address these concerns, complaints or suggestions, the patron is encouraged to write pertinent comments on the appropriate form and submit it for review by the Library Director and the Board of Trustees.

Every effort will be made to address the patron's concerns in a timely manner.

Approved by the Riverdale Public Library Board of Trustees
February 11, 2002