



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: May 18, 2016

Re: Customer complaints policy

As per instructions at the meeting of April 20, 2016, a Customer Complaints Policy has been drafted. It is based on a similar policy of the Town of Newmarket, adjusted for staff roles and governance legislation.

As with the Town's policy, complaints should be submitted via communications channels that are direct, stable, private, and support lengthy discussion. For this reason, Library staff will direct complaints mentioned in social media or via the Library's AskNPL (chat/text) service to these channels.

Two areas have been highlighted in the draft as uncertainties. The first (clauses 8 and 14) refer to the role of the Ombudsman of Ontario. As per recent revisions to legislation, complaints against municipalities not resolved locally are subject to referral to the Ombudsman. However, it is unclear whether the Ombudsman's office would investigate complaints against a Library. The policy has been worded to leave open that uncertainty.

The second (clause 12) reflects a similar clause in the Town policy that allows frivolous or vexatious complaints to be deemed closed by a Complaints Review Committee without necessarily satisfying all steps. This has been adjusted to refer to the C.E.O. deeming it closed or recommending to the Library Board to do so. The Board may want to consider whether this provides enough tools to ensure efficient use of resources in resolving complaints.

The following motion is recommended:

THAT the Board approve the Customer Complaints Policy as drafted.