



## MEMORANDUM

**To:** Newmarket Public Library Board

**From:** Todd Kyle, CEO

**Date:** October 19, 2016

**Re:** Customer complaints policy

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At the May 18, 2016 Board meeting, a draft Customer Complaints Policy was brought forward. It was 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.

There was one area highlighted in the original draft as an uncertainty that the Board wished to have investigated closely. At the time of the original discussion it had not yet been resolved as to whether under recent changes to legislation, the Ombudsman of Ontario's mandate included investigating complaints against public library boards. It has since been clarified, in written communication to the Administrators of Medium-sized Libraries of Ontario, that it does not. Accordingly, all references to the Ombudsman in the original draft have been deleted, and the policy now states that the Board has final appeal on all complaints.

There was also some discussion about clause 12, similar to a Town policy clause 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 CEO deeming it closed or recommending to the Library Board to do so. The Board may wish to carefully consider this clause as well.

The following motion is recommended:

**That the Board approve the Customer Complaints Policy as drafted.**