

MNLOT Complaints

Any complaint regarding treatment of the public by a trustee or volunteer for Malton & Norton Library of things will be taken seriously.

Complaints should be made in writing to The Chair and will be looked at fairly and responded to within 21 days. Should the complaint be about The Chair, complaints should be sent to The Secretary.

Any complaint about LOT by a volunteer should be made in writing to The Chair or The Secretary.

March 2026

Review March 2027