

PATRON GRIEVANCE POLICY

This policy addresses patron complaints regarding Library services, materials, procedures, or policies. It is the goal of the staff and Board of Trustees to provide the best possible service to our patrons. Library policies and procedures have been developed to provide fair and efficient service to all individuals.

Persons who have experienced difficulties with service or who wish to question a library policy are always welcome to discuss those concerns with the Director and/or member of management staff. The Director and/or management staff will endeavor to resolve issues as quickly and fairly as possible. If an informal meeting with the Director and/or management staff does not settle the complaint, a patron may request to enter into the Library's formal grievance procedure.

Patron grievance procedure

Written complaint—A patron who wishes to file a formal grievance about a library policy or procedure, a service, or a staff member's conduct should submit a complaint in writing to the Director. The written complaint should include the following:

- The date of the complaint
- The name, address, and telephone number of the person making the complaint
- A detailed explanation of the issue
- The date of the incident, if the complaint deals with a specific incident

A complaint form is available, but its use is not mandatory. The Director will respond within 10 working days of the submission of the complaint.

Complaints about the Director should be submitted to the President of the Board of Trustees. Complaints must be in writing.

Appeal process—If the patron is not satisfied with the response of the Director, the individual may request the issue be brought before the Library's Board of Trustees. Requests for Board consideration must be in writing and must be submitted no later than 30 days after the decision by the Director. If the Board chooses to review the issue, it will be placed on the agenda of the next regularly scheduled library Board meeting.

Board review—If reviewed by the Board and the Board finds it has ample information to make a decision, the Board will render a decision at that time. Summaries of all discussion at Board meetings will be recorded in the minutes as part of the public record. Board minutes are open to the public after they have been approved by the Board.

The Board may determine added information, testimony, or expert advice is needed to render a fair decision. In that case, the Board may choose to postpone the decision to the following meeting. In no event will the final decision be rendered any later than 90 days after the complaint to the Board is received by the Board President or the Director, unless an outside mediator is used.

Final decision and records—The decision of the Board of Trustees is final.

The Library will maintain an accurate record of the action taken at each level of the complaint process.