



## **Grievance Policy: Public**

### **Public:**

All library patrons have the right to register formal grievances regarding the administration of policies and practices, established Library rules and regulations and unsafe or unhealthy conditions or practices. Subjects for grievances are limited to those matters which are financially, legally and practically within the power of the Library organization to adjust.

- A. Grievances are to be initially filed in writing with the Library Director. The director will respond in writing within seven (7) days of receipt, detailing the manner in which the grievance will be adjusted, denying the grievance, or referring the matter to the library's Board of Trustees.
- B. The library patron may appeal the decision of the Library Director to the library's Board of Trustees. The appeal must be filed in writing seven (7) days before the next regularly scheduled board meeting, so that it may be included on the agenda for consideration. The Board shall examine all facts of appeals and referred grievances and make a final determination and written response to the library patron within thirty (30) days of receipt. The decision of the Library Board will be final.