

**Joseph T. Simpson Public Library**  
**Grievance Policy for Patrons**  
**Adopted August 12, 2014**  
**Reviewed April 11, 2017**

This policy addresses patron complaints regarding Library services, materials, procedure or policies. It is the goal of the staff and Board of Trustees of the Joseph T. Simpson Library 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 Executive Director or the Assistant Executive Director. Library staff will endeavor to resolve issues as quickly and fairly as possible. If an informal meeting with library staff does not settle the complaint, a patron may request to enter into the Library's formal grievance procedure.

**PATRON GRIEVANCE PROCEDURE**

1. 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 Executive Director. The written complaint should include the date of the complaint; the name, address, and telephone number of the person making the complaint, and a detailed explanation of the issue. If the complaint deals with a specific incident, the complaint should also include the date of the incident. A complaint form is available, but its use is not mandatory. The Executive Director will respond within fourteen (14) working days of the submission of the complaint.

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

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

3. The issue will be discussed at a meeting of the Board of Trustees. Summaries of all discussion of the complaint will be recorded in the minutes. Board minutes are open to the public after they have been approved by the Board of Trustees.

4. All efforts will be made to hear the complaint and to render a decision in a timely manner. In no event will the final decision be rendered any later than 90 days after the complaint to the Board is received by the Executive Director or the Board President.

5. The decision of the Board of Trustees is final.

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