

## PATRON GRIEVANCE POLICY & COMPLAINT FORM

This policy addresses patron complaints regarding library operations, other patrons, personnel, procedure, policies, regulations or services. It is the goal of the Board and Staff of Sanilac District Library to provide the best possible library service to our library district. 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. Library staff will endeavor to resolve those issues as quickly and fairly as possible. If an explanation of library policy with a staff member does not settle the complaint, a patron may request to enter into the Library's formal grievance procedure.

Requests for reconsideration of library materials are addressed under the "Collection Development Policy" and not through this procedure. Patrons should be directed to that policy and procedure when material reconsideration issues are to be addressed.

### PATRON GRIEVANCE PROCEDURE

1. A patron who wishes to file a formal grievance about a library policy, procedure, service, or a staff member's conduct must fill out the Patron Complaint Form and submit it to the Library Director. The written grievance must be received within thirty (30) days of the incident and should include the date of the complaint; the name, address, and telephone number of the individual making the complaint; and a detailed description of the issue. The Director will respond in writing within thirty (30) working days of receipt of the complaint which shall be conclusive for the purpose of any further review.
2. The person filing the grievance may request a meeting with the Director which will be scheduled within thirty (30) days of receipt of the written complaint. The person filing the grievance, and in the case of minor, one of the minor's parents or guardian, must attend any meeting so scheduled. The Director will review the facts as they were found by the Librarian-in-Charge at the time of the incident, any statements or reports from police or any other agency conducting an investigation regarding said incident as well as any oral and written statements. The Director will respond in writing within thirty (30) working days of receipt of the complaint which shall be conclusive for the purpose of any further review.
3. If the complaint is not resolved to the individual's satisfaction, the individual may request that the issue be brought before the Library's Board of Trustees. Requests for Board consideration must be in writing and be presented no longer than 30 days after the decision by the Library Director. If the Board chooses to review the issue, it will be placed on the agenda of the next Library Board meeting, unless the request is received by the Library Director eight (8) or fewer working days before the meeting. In that case, it will be placed on the agenda of the following month's meeting.
4. The issue will be discussed at an open public meeting of the Board of Trustees. If the Board finds that it has ample information to make a decision, the Board will render a decision at that time. Summaries of all discussion at open Library Board meetings will be recorded in the Minutes as part of the public record. Board Minutes are available to the public after they have been approved by the Board of Trustees.
5. The Board may determine that further information, testimony, or expert advice is needed to render a decision. In that case, the Board may choose to postpone the decision to the following meeting or to hold a special meeting of the Board of Trustees for the express purpose of handling the complaint. In the event a special meeting is called, all rules and requirements for a special meeting will be followed including legal public notice. All efforts will be made to hear the complaint and to render a decision in a timely manner.
6. The library will maintain an accurate record of the action taken at each level of the complaint process.

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1. Is this complaint about another patron, library personnel, library policy, library procedure, library regulations, library services or something else? (Circle one)
2. Describe the situation that led to your formal complaint.
3. Briefly, what is your specific complaint?
4. What attempt have you made to resolve this situation with the librarian?
5. Do you think the librarian has made a fair attempt to explain policy/procedure if applicable and/or work with you to come to a fair resolution of the complaint?
6. What course of action would you like to have taken in this matter?

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**Return this form to:**  
**Sanilac District Library**  
**Beverly Dear, Director**  
**PO Box 525**  
**Port Sanilac, MI 48469**