

APPEAL PROCESS POLICY

To resolve differences:

- Concerns will be dealt with promptly and courteously
- Persons with concerns should contact the Library
- These concerns should be discussed with the Director
- After discussion with the Director, if an individual or group is still concerned, they may submit an official complaint to the Library Board of Trustees in the form of a letter or the "Statement of Concern about Library Resources" form.
- This official complaint will be considered by the Trustees at the next regular meeting.
- At that meeting, the individual/group may present their comments during the "Communications and Petitions" agenda item
- The Library Director presents a staff response
- The Library Board of Trustees will make a final ruling on the concern within two weeks
- A written response will be sent to the individual or group within 10 days of the Board of Trustee's decision.