

# **Patron Suggestion/Grievance** **Policy**

It is the goal of the Library Board (Lehigh Library Board of Trustees) and staff to provide exemplary and fair service to all individuals. Patrons who experience difficulties with service or wish to question a library policy, should discuss those concerns first with the Director. The Director will try to resolve those issues as quickly and fairly as possible. The Board recognizes there may be situations in which a patron does not feel the issue is resolved or is not comfortable with bringing the issue to the Director. A patron may wish to file a formal grievance.

## **Suggestions**

A Suggestion Box is mounted in the hallway before entering the library. Suggestions can be left in the Suggestion Box signed or anonymously. This box is locked and is to be opened by the Board at regularly scheduled monthly meetings. Suggestions can also be made via the form on the library's website.

## **Grievance Procedure**

A patron who wishes to file a formal grievance about a library policy or procedure, a service, or a staff member's conduct or lack of action should submit a complaint in writing to the Director. The written complaint should include the date and time of the specific complaint; the name, address and telephone number of the individual making the complaint; and a detailed description of the complaint. The Director will submit a copy of the complaint to the Board President which may, at the discretion of the Board, be placed in the employee's employment file. The Director will respond in writing within 14 days of receiving the complaint.

If the patron is not satisfied with the response of the Director, the patron should, within 10 business days, contact the Board President. The President will respond to the patron within 30 business days from initial contact with the patron.

If the complaint is not resolved to the satisfaction of the patron, the patron may request that the issue be brought before the Board. Requests for Board consideration will be in writing and be presented no longer than 90 business days after the decision of the Director. If the Board chooses to review the issue, it will be placed on the agenda of the next regularly scheduled Board meeting.

The issue will be discussed at the open public meeting of the Board. If the Board feels it has enough information to make a decision, the Board will render a decision at that time and the decision will be recorded into the minutes as part of the public record.

The Board may determine that additional information, testimony or advice is needed. In this case the Board may choose to postpone the decision to the following meeting. The Board will strive to render a decision within 90 business days after the complaint is received by the Board, unless outside advice or legal expertise is needed.

The decision by the Board is final.

The Board will maintain an accurate record of all actions taken at each level of the complaint process.

### **Forms**

The Suggestion/Grievance form is posted next to the Suggestion Box. It is also available on the library's website. The form may be submitted on-line to the Director of the Board President. A patron may also submit a suggestion to any Trustee. Email addresses for Board members and the Director are provided on the library's website.

The Board welcomes any suggestions and will strive to resolve any and all issues with patrons. As members of the community, the Board welcomes all patrons to approach Trustees with concerns. If a more formal approach is needed, the Trustee will suggest the Grievance process.