

Dixon Public Library District

POLICY AND PROCEDURE HANDBOOK

POLICY TITLE: Response to Public Complaints

POLICY NUMBER: 1140

1140.1 The Library Commission desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be straightforward, logical and systematic.

1140.2 A public complaint is an allegation by a member of the public of a violation or misinterpretation of a Library District policy, or an applicable Federal or State statute or regulation, which has resulted in the individual or a class of individuals being adversely affected.

1140.3 The method of resolving complaints will be as follows:

1140.3.1 The individual with a complaint will first discuss the matter with the Administrative Support Manager with the objective of resolving the matter informally.

1140.3.2 If the individual registering the complaint is not satisfied with the disposition of the complaint by the Administrative Support Manager, the complaint may be filed with the District Librarian. Within a reasonable time, the District Librarian will meet with the person filing the complaint to resolve the matter.

1140.3.2.1 At the option of the District Librarian, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The individual filing the complaint may request a written decision from the District Librarian.

1140.3.3 If the individual filing the complaint is not satisfied with the disposition of the matter by the District Librarian, a written complaint may be filed with the Library Commission within ten (10) days of receipt of the District Librarian's decision. The Library Commission may consider the matter at the next regular meeting, or call a special meeting.

1140.3.3.1 The Library Commission will expeditiously address the matter. In making the final decision, the Library Commission may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The individual filing the complaint may request a written decision from the Commission.

1140.4 This policy is not intended to prohibit or deter a member of the community or staff member from appearing before the Library Commission to verbally present a testimony, complaint, or statement in regard to actions of the Library Commission, Library District programs and services, or impending considerations of the Commission.

Adopted 10/16/2006