

## **NELIGH PUBLIC LIBRARY**

### **Consumer Complaint Policy**

This policy addresses complaints about library service, procedure, or policies of the Neligh Public Library. Persons who have experienced difficulties with service or who wish to question library policy are always welcome to discuss those concerns with Library staff. Library staff will endeavor to resolve those issues as quickly and fairly as possible. If an informal meeting with Library staff does not settle the complaint, an individual may choose to enter into the formal grievance procedure.

1. A person who wishes to file a formal grievance about a library policy or a procedure, a service, or a staff member's conduct should submit a complaint in writing to the Library Director. Complaints directed toward the Director should be referred directly to the Neligh Library Board after following policy procedure. The written complaint should include the date of the complaint; the name, address, and telephone number of the individual making the complaint; and a detailed discussion of the issue. If the complaint deals with a specific incident, it should also include the date of the incident.
2. The Director will respond to the person in writing within thirty days from the time of the referral. Complaints directed toward the Director should follow the same procedure, but communication is to be directed to the Neligh Library Board.
3. If the complaint is not resolved to the individual's satisfaction, the individual may request that the issue be brought before the Library Board. Requests for board consideration will be in writing and be presented no longer than 90 days after the decision by the Library Director. The issue will be placed on the agenda of the next library board meeting, unless the board secretary receives the request eight or fewer working days before the meeting. In that case, it will be placed on the agenda of the following month's meeting. A complaint directed toward the Library Director will become part of the next month's board agenda.
4. The issue will be discussed at an open public meeting of the Library board. If the complaint is about the conduct of a staff member, the staff member has the right to decide if the meeting is to be open or closed. If the Library board finds that it has ample information to make a decision, the Library board will render a decision at the time unless expert information is requested.
5. The decision of the Neligh Public Library Board is final.