



L.E. Phillips Memorial
Public Library

Number: 9
Category: Administration

**Policy Title: HANDLING A CITIZEN'S COMPLAINT CONCERNING
LIBRARY POLICIES**

Date adopted: 03/17/83

Date amended: 03/17/22

Date last reviewed: 07/17/25

To receive consideration by the library, all citizens' complaints concerning library policies must be sent to the library in writing or a video recording.

Complaints shall be forwarded to the Library Director, or the Director's designee, who will consult with appropriate staff and will respond in writing within 30 days of the filing of the written complaint, explaining the reasons for the policy. The Director, or the Director's designee, will inform the complainant that if he or she desires, the complaint will be forwarded to the Library Board.

If requested, the Library Board will then review the complaint, will allow the complainant to speak on the issue at a Library Board meeting and will take final action on the complaint within 90 days of the original filing of the written complaint.

The complainant will be notified in writing of the Library Board's decision in the matter.

Complaints about a particular policy will not be considered by the library more than once within a 12-month period.