



Number: 4
Category: Customer Relations

Policy Title: REQUESTS FOR ACCOMMODATION AND COMPLAINTS
ABOUT ACCESSIBILITY

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The L.E. Phillips Memorial Public Library seeks to make its services, facilities, resources, including electronic resources and web content, and programs as accessible as possible to the public. This policy establishes the following procedure to assist the Library in addressing concerns about accessibility.

People who wish to request accommodation or make a complaint about accessibility at the L.E. Phillips Memorial Public Library have access to a three-step procedure:

Step One: Requests for accommodation and/or complaints about accessibility can be presented in person or over the phone. These should be addressed to the Library's Deputy Director who serves as the Library's ADA Coordinator who then will make every attempt to resolve the issue without further recourse to this procedure.

Step Two: If resolution is not achieved by Step One, a complaint can be presented in writing on an Accessibility Concerns Form. Assistance in completing this form is provided, as needed. Completed forms are reviewed by the Library Director; a formal response is made to the library user within ten working days of the date of the original submission of the form. The formal response can be a telephone call followed by a letter confirming the telephone discussion or directly by letter (non-print formats provided as needed). The Library Director will make every attempt to resolve the issue through this means.

Step Three: If resolution is not achieved by Step Two, the concerned individual can request that the complaint be presented to the Library Board. The Library Director will place the matter on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled Library Board meeting. The decision of the Library Board is final for the Library.

A copy of this policy will be attached to the Accessibility Complaint Form.

**L.E. PHILLIPS MEMORIAL PUBLIC LIBRARY
ACCESSIBILITY COMPLAINT FORM**

The L.E. Phillips Memorial Public Library seeks to make its services, facilities and programs as accessible as possible to the public. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like your ideas on how we can try to serve you better.

PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED.

PLEASE DESCRIBE WHAT WE COULD DO TO PROVIDE BETTER ACCESS.

DATE _____

NAME _____

ADDRESS _____

PHONE _____

Please see the attached policy and procedure to find out how we will address your concern.