

# **KITSAP REGIONAL LIBRARY**

## **PATRON GRIEVANCE POLICY**

This policy addresses patron complaints regarding Library services, materials, procedure or policies. Complaints or concerns about accessibility to library services and facilities with persons with disabilities are directed to the Library's Human Resources Department.

It is the goal of the Board and Staff of Kitsap Regional Library to provide the best possible Library service to the residents of Kitsap County. Library policies and procedures have been developed to provide fair and efficient service to all individuals. Persons who have experienced difficulties with service or who wish to question a library policy are always welcome to discuss those concerns with Library's Management 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, a patron may request to enter into the Library's formal grievance procedure.

**KITSAP REGIONAL LIBRARY**  
**PATRON GRIEVANCE PROCEDURE**

1. A patron who wishes to file a formal grievance about a library policy or procedure, a service, or a staff member's conduct should submit a complaint in writing to the Division Director of the service unit involved. Complaints about KRL Board policy should be sent to the Library Director. The written complaint should include 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 and the library branch at which it occurred. A printed complaint form is available, but its use is not mandatory. The Division Director will respond in writing within fourteen (14) working days of the complaint.
2. If the person is not satisfied with the response of the Division Director, he/she should within ten (10) working days direct the Division Director to refer his/her complaint to the Library Director. The Director will respond to the person in writing within thirty days from the time of referral.
3. If the complaint is not resolved to the individual's satisfaction, the individual may request that the issue be brought before the Library's Board of Trustees. Requests for Board consideration will be in writing and be presented no longer than 90 days after the decision by the Library Director. If the Board chooses to review the issue, it will be placed on the agenda of the next library Board meeting, unless the request is received by the Board Secretary (Library Director) eight (8) or fewer working days before the meeting. In that case, it will be placed on the agenda of the following month's meeting.
4. The issue will be discussed at an open public meeting of the Board of Trustees. If the Board finds that it has ample information to make a decision, the Board will render a decision at that time. Summaries of all discussion at open library board meetings will be recorded in the minutes as part of the public record. Board minutes are open to the public after they have been approved by the Board of Trustees.
5. The Board may determine that added information, testimony, or expert advice is needed to render a fair decision. In that case, the Board may choose to postpone the decision to the following meeting or to hold a special meeting of the Board of Trustees for the express purpose of handling the complaint. In the event a special, open meeting is called, all rules and requirements for a special meeting will be followed including legal public notice. All efforts will be made to hear the complaint and to render a decision in a timely manner. In no event will the final decision be rendered any later than 90 days after the complaint to the Board is received by the Board secretary, unless an outside mediator is used.
6. The decision of the Board of Trustees is final, unless the Board of Trustees elects, with the agreement of the complainant, to enter into arbitration with an outside mediator.
7. The library will maintain an accurate record of the action taken at each level of the complaint process.