Board Approved: \_\_\_12/30/19\_\_\_\_

 Reviewed: \_\_\_12/30/19\_\_\_

 Revised: \_\_\_11/2019\_\_\_\_

Ionia Community Library

Appeal Process Policy

To resolve differences:

•Concerns will be dealt with promptly and courteously

•Persons with concerns should contact the Library

•These concerns should be discussed with the Director

•After discussion with the Director, if an individual or group is still concerned, they may submit an official complaint to the Library Board of Trustees in the form of a letter or the “Reconsideration of Library Materials” form.

•This official complaint will be considered by the Trustees at the next regular meeting.

•At that meeting, the individual/group may present their comments during the “Communications and Petitions” agenda item

•The Library Director presents a staff response

•The Library Board of Trustees will make a final ruling on the concern within two weeks

•A written response will be sent to the individual or group within 10 days of the Board of Trustee’s decision.

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