

Document Type:	Policy
Number:	1.02
Effective:	03-01-2011
Revised:	03-01-2011
Last Reviewed	10-11-2023

---

### PUBLIC COMPLAINTS

The Board welcomes constructive criticism to improve the Library. All complaints should be resolved through the proper channels in the following order:

1. Staff
2. Management
3. Director
4. Board

Any complaint about the Library, including policies, regulations, facilities, or services, should be referred through proper administrative channels before being presented to the Board for consideration and action.