

Policy
Bernardsville Public Library Policy
Appeals Process
Approved January 17, 2006

Patrons who wish to request reconsideration of a library policy decision must first address their issue with the Executive Director, who may consult with the Library Board of Trustees. If the patron does not consider the issue resolved through this process, patrons may submit a grievance in writing to the Executive Director who will forward it to the Board President and appropriate Board Committee.

A grievance which has not been agreeably settled by a Board Committee will, at the patron's request and at the discretion of the Board, be presented to the Board of Trustees for consideration and action.

To initiate an appeal, please describe the situation that led to your dissatisfaction.

What is your specific complaint?

What attempt have you made to resolve this situation?

On what basis would you like the Executive Director to take action in this matter?

Other comments:

Name: _____ Phone: _____

Address: _____

E-Mail: _____

Signature: _____ Date: _____

Please return to the Executive Director, who will respond to your appeal.