

## **POLICY MANUAL**

**Fallon County Library  
Baker MT**

### **Complaint Policy (Other Than Censorship)**

Patron complaints will be treated seriously, courteously and with concern for the patrons' point of view. A written response will be completed in a reasonable time.

While each complaint is treated seriously, it remains an allegation until evidence is presented to support or reject the complaint. Due process is an integral part of complaint handling, and complaints should be made directly to the Library Director, but may also be submitted to the Library Board of Trustees.

If a complaint cannot be resolved by director, a written complaint should then be submitted to the director. The director shall then present the complaint to the Library Board of Trustees for their consideration. An appeal of the Board's decision can then be made to the Fallon County Commissioners.

**Reviewed/Approved:            05/10/2016**