

712 Grievance Procedure Policy

Any employee having a complaint should promptly report the matter to their Department Director. If the problem is not handled to the employee's satisfaction, it may be brought to the attention of the Board of Library Trustees following these procedures:

Initial Procedure:

- Upon a problem or complaint, employees should promptly contact their Department Director. If the Department Director is unavailable or the employee feels it would be inappropriate to contact that person, the employee should contact the Administrative Services Coordinator or any other member of Library Management, who shall confer with the Executive Director.
- If the problem is not settled or resolved the employee shall promptly contact the Executive Director.

Appeal Procedure:

If the initial channels have been followed without satisfactory results, then a formal written statement may be filed with the Board in the following prescribed form:

- Statement of problem
- Reply by the person(s) involved
- Action taken at the conclusion of each prior step of the procedure
- Statement of each action signed by the appropriate person

Timetable:

Each problem should be initiated, heard, and resolved within as short a period of time as possible according to the nature or severity of the problem and the availability of essential personnel. Most complaints or problems should be settled within 30 working days after initiation. In all matters, the decision of the Library Board of Trustees shall be final and non-reviewable. If the matter involved discipline by either suspension or termination and the employee is reinstated by the Board of Library Trustees' decision, all benefits, pay, and status lost due to suspension or termination will also be reinstated to the employee's credit.