



Grievance Procedure Policy

Any employee having a complaint is to bring it to the attention of her/his supervisor or the 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

1. Upon a problem or complaint, the employee should promptly contact the Director.
2. The Director appeals directly to the Board.

Appeal Procedure

After 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:

1. Statement of problem
2. Reply by the person(s) involved
3. Action taken at the conclusion of each prior step of the procedure
4. Statement of each action signed by the appropriate persons

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 Board of Library 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.