

Lib-04-005

Section: Library Operations

Title: Complaints

Approval Signature: _____

_____, Chair, Tofield Library Board

Latest Revised Date: _____

From time to time, we receive customer complaints or concerns about a specific title or type of material selected for, or weeded from, the collection. When we receive a complaint, it is taken seriously as we want to make certain that the fundamental principles of intellectual freedom are upheld. As a standard, every written complaint is investigated by the library manager.

A patron may appeal the decision to the library manager and subsequently the library board.