

## APPEAL PROCESS



It is the aim of the Board and Staff of the Brandon Public Library to provide the best possible library services to the residents of Brandon. To that end, library policies and procedures have been developed to provide fair and efficient services to all segments of the public.

Individuals or organizations that have experienced problems with service or who question a library policy are welcome to discuss their concerns with library management staff. An individual or organization that has been denied card privileges, permission to use the meeting room or any other library facility, may appeal the decision.

The appeals process will proceed in the following manner:

- Individuals or organizational representative(s) should appeal in writing to the Library Director.
- The appellant can expect to receive a written response from the Library Director within two of the Director's business weeks.
- If the appellant is dissatisfied with the Director's response, he/she may then appeal to the Library Board of Trustees for consideration. The original appeal form, the Director's response and a written request for Board intervention must be submitted to the Library Board of Trustees within 14 days of the original decision.

President, Library Board of Trustees  
c/o Brandon Public Library  
117 E. Main St.  
Brandon, WI 53919

- The Library Board of Trustees will meet to consider the request and make a decision at its next regularly scheduled meeting. The appellant may attend this meeting and make a statement, not to exceed 15 minutes. Following deliberation, the Board will issue a final decision.

Board Approved: 12/02/2014