

UPPER MORELAND FREE PUBLIC LIBRARY

NON-CRIMINAL COMPLAINTS

Revised:	07/13/2016
Next Review:	2 nd Qtr 2019
Reviewed:	05/19/2016
Original:	09/12/2012

I. POLICY

- A. The purpose of this policy is to ensure the proper response to and reporting of a non-criminal activity that is occurring, has occurred, or has the potential for occurring, within the UMFPL and to protect all UMFPL staff and patrons in the event of a potential or actual non-criminal activity within the UMFPL.
- B. Complainants shall be provided with a Suggestion form, Reconsideration of Materials form, or a Reconsideration of a Policy form.
- C. The suggestion form shall be deposited into the suggestion box, which will be opened weekly.
- D. The reconsideration of materials form and the reconsideration of a policy will be immediately reviewed by the director.
- E. At the director's discretion, written complaints may be referred to the executive committee of the library board of trustees ("executive committee") for consideration.
 1. Patrons dissatisfied with the director's reply may request to be heard during the business of visitor's time at a regular meeting of the UMFPL Board.
 - a) The president of the board of trustees shall reply to the complainant in writing within thirty days of the board of trustees meeting.
 - (1) The decision of the board of trustees is final.

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II. DEFINITION

A. Non-criminal complaints are complaints regarding policies, procedures, and the collection.

1. Complaints regarding criminal activity shall be administered under the Criminal Incident Policy.

III. RESPONSIBILITY

A. The director shall establish necessary procedures to comply with this policy.