

HOMER PUBLIC LIBRARY COMPLAINT POLICY

Any person wishing to lodge a complaint concerning the Homer Public Library shall fill out a form provided by the Library staff stating reasons for the complaint, giving his or her full name and address, and dating and signing the form. The signed form will be held until the next regular scheduled meeting of the Homer Public Library Advisory Board for consideration. A copy of the form will be sent to the City Manager.

The person registering the complaint shall be notified of the time and place of the meeting and shall be required to attend the meeting to personally present the problem.

If the problem cannot be resolved at the meeting to the satisfaction of the person, the person may take the complaint to the Homer City Manager who may in turn refer it to the proper legal authority.

Approved by the LAB December 6, 2011
Adopted by the HCC on January 23, 2012