

PATRON GRIEVANCE LIBRARY POLICY

It is the goal of the Kitsap Regional Library Board of Trustees and staff to provide the best possible Library service to the residents of Kitsap County. Library policies and procedures have been developed to provide fair and efficient service to all individuals. This policy addresses patron complaints regarding Library services, materials, procedures, or policies. Persons who have experienced difficulties with service or who wish to question a library policy are always welcome to discuss those concerns with Library's management staff. Library staff will endeavor to resolve those issues as quickly and fairly as possible. If an informal meeting with library staff does not settle the complaint, a patron may request to enter into the Library's formal grievance procedure.