

Policy 1.9**The Appeal Process**

The policies of the Library system are reviewed and updated to reflect the needs of the Library and the citizens within the region it serves. The Board designates the enforcement of its policies to the CEO.

Staff conduct business according to Board policy, and will attempt to resolve any Library user issue. However, when a user disagrees with a policy or decision of the CEO or designate, it can be appealed, providing it is done in writing to the Board.

The Board will investigate each appeal and respond in writing.

Approved by the Greater Victoria Public Library Board:
Reviewed by the Planning & Policy Committee:

January 26, 2016
January 12, 2016