

## RIGHT OF CUSTOMERS TO APPEAL A LOSS OF SERVICES

The Board of Library Trustees of the Seekonk Public Library as established under M.G.L Chapter 78 is responsible for the policies that govern Library operations. In order to assure the fair treatment of all Library users, the Board of the Library Trustees recognizes the right of users to appeal decisions made by Library employees to revoke, suspend or limit an individual's access to services offered by this Library.

A person who believes that they have lost access to service because a Library policy was mistakenly interpreted or unfairly or incorrectly applied by a staff member may ask the Library Director to reconsider and reverse the decision. Should a person having made an appeal to the Library Director to review the decision of a staff member, dispute the Director's interpretation of a particular Library policy may ask the Board of Library Trustees to reconsider and reverse the decision of the Director.

The Board of Library Trustees, furthermore, directs any employee of the Library who revokes, suspends or limits a Library user's privileges to inform the user that they have the right to appeal that decision.

In the event of an appeal, the initial decision of the staff member or Library Director shall remain in force until such time that a final decision is rendered by the Library Director or Board of Library Trustees. Said decision of the Board of Trustees shall be final and may not be appealed to any other Town of Seekonk governmental body or agency.

Nothing in this policy should be construed as preventing the Library Director or the Board of Library Trustees from providing immediate relief if a Library policy was found to be incorrectly interpreted or wrongly applied by the staff or Director.