

Madison Library Grievance Policy

1. When to use the Grievance Policy: If the employee is unable to resolve the issue causing distress by informal negotiation or discussion, the grievance process is available as the next step of resolution.
2. What to do: If the librarian feels she/he has a significant cause to bring a grievance concerning working conditions or an issue of fairness, she/he will put the complaint in writing and submit to the Trustees of the Library.
3. The Role of the Personnel Committee: The Personnel Committee (or other group of Trustees, excluding the Chair) will meet within five working days to review and investigate the grievance. Within ten working days of receiving the complaint, the committee will prepare recommendations in writing and meet with the librarian to discuss the proposed resolution. If the librarian accepts the resolution, she/he will be asked to sign off on the grievance and the matter will be considered closed except for necessary follow-up regarding the recommendations.
4. Appeal of the Decision: If the librarian does not accept the recommendations, she/he may appeal in writing to the chair of the Board of Trustees. The chair will form an appeal review committee composed of the chair and two community members not presently associated with the library. Within ten working days the appeal committee will prepare written recommendations on their findings and meet with the librarian to determine if the recommendations are accepted. If so, the librarian will sign off on the complaint and it will be considered closed except for recommended follow-up.

If the Library Director is still not satisfied but has taken no further action within three months, the Board chair will judge the issue closed and will note this on the report.

5. Other Employees and the Grievance Process: Other employees who feel they have a significant cause to bring a grievance after their best efforts to resolve the issues informally shall submit their complaint in writing to the librarian. She/he will respond in writing in ten working days and review the proposed resolution with the employee. If it is accepted, the employee will sign off on the complaint.

If the employee appeals the decision, the above process as outlined will be used.

6. Exceptions and Guidelines: Timelines may be lengthened for valid reasons. No retaliation will be taken against an employee bringing a grievance. There is no limit to the number of complaints an employee may bring.

Approved: February 20, 1998

Reviewed: November 17, 2010

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