

W.G. Rhea Public Library Title VI Policy

Title VI Policy Statement:

It is the policy of the W.G. Rhea Public Library to ensure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any Library program or activity receiving federal financial funding.

Applicability:

This policy applies to the administration of all programs, projects, facilities, benefits, or services that receive financial assistance from the federal government.

Public Interaction:

All Library owned publicly used materials, equipment, or physical facilities (i.e. restrooms, meeting rooms, etc.) shall be provided to patrons without regard to race, color, or national origin.

Staff shall use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address patrons without regard to race, color, or national origin.

Employment:

It is the policy of the W.G. Rhea Public Library to provide equal employment opportunities to all individuals regardless of race, color, religion, sex, national origin, age, disability, or status in any other group protected by law.

For a complete and thorough description of the Library's policies on Equal Opportunity Employment, please see the *W.G. Rhea Public Library Personnel Handbook* Rev. 2 pg. 9.

Complaints and Investigations

All complaints, written or verbal, shall be accepted. In the event a complainant sets forth the allegation(s) verbally and refuses to commit such allegations to writing, the person to whom the complaint is made should put the elements of the complaint in writing.

All complaints should include the following information:

1. Name, address, and telephone number of the complainant.
2. The nature of the incident that led the complainant to feel that discrimination was a factor.
3. The basis of the complaint (i.e. race, color, or national origin).
4. Names, addresses and phone numbers of people who may have knowledge of the event.
5. The date or dates on which the alleged discriminatory event(s) occurred.

An official *Discrimination Complaint Form*, provided by the local Title VI Coordinator's office (see attached) may be used to gather this information, but its use is not required to make a complaint.

1. All complaints shall be responded to, recorded, investigated, and maintained on file by the Title VI Coordinator, or a designee.
2. All complaints shall be handled within 90 days of their receipt.

Direct complaints to the Library Director. The Director will then be responsible for directing the complaint to the proper City or County authority.

All staff of the W.G. Rhea Public Library are expected to consider, respect and observe this policy in their daily work and duties. If a patron approaches you with a question or complaint, direct him or her to the Library Director or the Assistant Director (in absence of the Director).