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West Bend Library policy validates complaint

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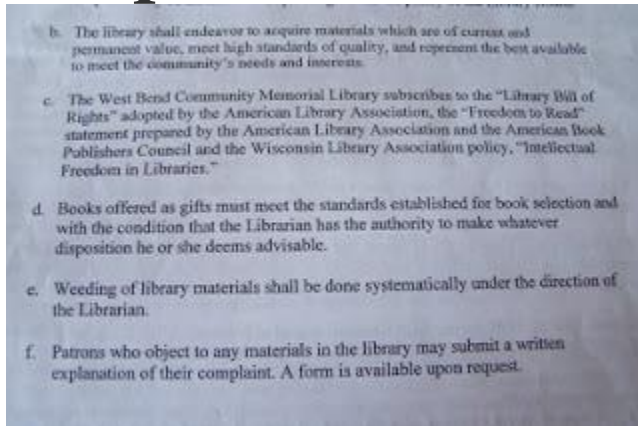
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West Bend Library policy validates complaint



'TIS A PUZZLEMENT!

What I find interesting is that the only directive for a complaint is that it must be a "written explanation" - and that a form is **available upon request**, but not that the form is "**required**." This would essentially mean that when we gave the library our original letter (which we were told was **not** sufficient and required the accompaniment of the "official form") and additional information (trying to be helpful, giving good explanations and excerpts), this should have been totally acceptable, if we ARE truly following the policy. We **are**, aren't we? **Or are we making up rules as we go along?**