



Cree School Board
ᐃᓂᓂᓂ ᓂᓂᓂᓂᓂᓂ
Commission Scolaire Crie

Administrative Policy and Procedures on Library Collection Development

Department responsible: Education Services

Effective date: March 10, 2010

Approved by: Director General

References:

- Council of Commissioners / Policy Resolution 2010-019

Other Administrative Policies

- Didactic Material (ADM-06)
- Purchasing of Goods and Services (ADM-05)

Articles in boxes identify the provisions already adopted by the Council of Commissioners in a Board Policy.

1) General Provisions

Purpose

1.1. This Administrative Policy is intended to recognize the school library as an essential part of the school to provide the students of James Bay and school personnel with materials which will appeal to a wide range of educational objectives and reading preferences at varying level of difficulty.

Statement

1.2. The School Library namely provides:

- timely, accurate information that is sufficient, relevant and appropriate to the user;
- materials likely to help users to conduct studies, investigate specific areas of knowledge and eventually create new material;
- current, high-demand, high-interest materials in a variety of formats and languages;
- information reflecting issues relevant to traditional as well as contemporary life and culture;
- the materials to enable all teachers to respect the curriculum and all students to become critical thinkers and effective users of information in all formats.

The school library personnel will be provided with professional help to make them develop their collection in accordance with this policy.

2) Material Selection

[Principles](#)

2.1 Library materials are selected to implement, enrich and support the educational program for the student. Materials are selected as well to serve the needs and interests of individual students. An emphasis is put on materials of Native Canadian culture and language, especially Cree culture and language.

It is also the obligation of the Library to provide for a wide range of abilities and to respect the diversity of many differing points of view. To this end, principles must be placed above personal opinion and reason above prejudice in the selection of materials of the highest quality and appropriateness.

The selected materials shall be done in accordance with the following statements on Intellectual Freedom recommended by the Canadian Library Association in its Position Statement on Intellectual Freedom (see **Annex A**) which provides principles that govern the selection and acquisition of materials and to ensure that materials are selected to meet the goals of student and school needs, and not in an arbitrary manner. They must ensure as well that they respect the rights of the users to a balanced collection. Within those limits, one must always have in mind the space available in the library before acquiring a bunch of materials.

All selection shall be governed by professional considerations. While materials should be free of stereotypes and prejudice, free of negative racial, religious or sexual aim, free of violence, or of explicit sexual behavior (pornography), learning resources containing a particular bias may be provided to meet specific curriculum objectives.

For example, learning resources may depict historical and contemporary forces in order to aid the understanding of social, economic and political problems. They will be selected though for their strengths and according to the selection criteria.

[Responsibility for selection](#)

2.2 Responsibility for the selection and discarding of library materials is vested in the school library technician¹ or the librarian responsible for the school library in accordance with the school's rules. In regard with these two aspects of the present policy, the Principal decides what kind of cooperation between the school and the person in charge of the library is best for the school. It is recommended that a selection committee participates in the selection or in the de-selection process.

Following the present policy, the Library Consultant of Instructional Services will suggest titles to acquire based on professional expertise, or on recommendations by the Education Services Counselors.

¹ Documentation technician is another appellation of Library technician

[Selection guidelines](#)

2.3 As a guideline, the materials are:

- a) purchased in a variety of formats as appropriate – print, visual, digital and on-line in recognition that different students learn in different ways;
- b) acquired according to IFLA²/UNESCO standards: between 30% and 40% of school library collections should consist of fiction materials and 60% and 70% of non fiction;
- c) chosen to promote critical thinking and support personal growth;
- d) chosen from professional selection aids;
- e) not acquired in more than one copy of a title except if the title in question has a community value, an historical value or if the title is in great demand by the school library users;
- f) replaced depending on the demand of the title, the availability of more current materials on the subject, and the extent of coverage of the subject in the collection;
- g) purchased in accordance with the Purchasing policy and with respect of the provincial legislation as regard to books (see **Annex B: Regulation respecting the acquisition of books by certain persons from accredited bookstores**).

All suggestions for the purchase of materials are considered according to the selection guidelines.

[Selection criteria](#)

2.4 The following criteria must be considered in the selection of materials:

- a) curriculum relevance and grade level;
- b) background and reputation of the author, publisher;
- c) accuracy;
- d) impartiality;
- e) currency of data;
- f) scope / depth of coverage;
- g) appropriateness (to reading level of intended user; suitability of the medium);
- h) relevance;
- i) interest;
- j) organization / Style / artistic qualities (when appropriate);
- k) physical characteristics (Will it stand up to circulation?);
- l) special features;
- m) library potential (Demand / Suggestions / Relation to collection development strategies);
- n) cost / Cost-effectiveness;
- o) local content, or Canadian content;

² *International Federation of Library Associations and Institutions*

- p) ability of the library to provide required equipment or technology to access the content;
- q) replacement for lost or stolen material;
- r) unique; fills a gap in the collection;
- s) literary or artistic quality.

3) Donation Guidelines

3.1 The school library acquires material in accordance with the present policy and therefore selects from donated materials those items that are suitable to the needs of the school. Shelving capacity has also to be taken into account.

The school library accepts gifts of materials on the understanding that the school retains unconditional ownership of the gifts and on the basis that final disposition of the material is at the discretion of the person(s) in charge of the selection. If it cannot use them, the school library may discard them at any time and in way it sees fit. The school library is not responsible for informing the donor of such disposition. The library does not accept material that requires appraisal or which requires issuance of tax receipts.

4) Material de-selection

Guidelines

4.1 In order to maintain an attractive, timely, relevant and useable collection, it is necessary for the Library to carry out a continuous and a planned de-selection program. Such a program applies to all formats of materials.

Librarians or library technicians have responsibility for the organization of de-selection in the respective formats. The personnel in charge of the library is best placed to make a good weeding provided that he has a good knowledge of the collection, the education programs, the topics broached in class and the readers' interests. Therefore, depending on the school's decision regarding this responsibility, the personnel can work alone or with a teacher's team³.

An informal weeding consists of an ongoing process where torn, tattered or defaced materials are deselected as they are returned to the school library rather than a formal weeding is a planned rotational process that sees each section of the library targeted on a regular basis.

Discarded materials are disposed of according to each school preference. They can be sold or given away except for discriminatory materials or else destroyed.

Criteria / de-selection

4.2 Are discarded materials with these characteristics :

- a) circulation history (has not circulated in 10 years) or usage patterns;
- b) cancelation of a course or program;
- c) outdated (containing obsolete information, of over 10 years in a scientific field) or inaccurate material;

³ Despite the fact that the last option requires coordination skills, it has many advantages: the weeding process is more efficient, done faster and the teachers discover the resources of their library. People with appropriate subject expertise are encouraged to participate in weeding.

- d) content relevance;
- e) inappropriate reading level;
- f) physical deterioration of non repairable materials;
- g) stereotypes in materials with negative racial, religious or sexual aim, encouraging violence, or showing explicit sexual behavior (pornography), acquired before the approval of the collection development policy;
- h) incomplete set; parts missing;
- i) duplication of content;
- j) bad quality material acquired before the approval of the collection development policy;
- k) outdated formats;
- l) equipment considerations;
- m) space considerations (example: stack/shelving capacity);
- n) ongoing subscription costs;
- o) equivalent information available online;

Are kept within the collection materials with these characteristics:

- local, historical value (Cree Nation or James Bay Territory)
- school's publications (graduation books, award winners)
- classics
- out of print titles that are still useful and relevant

5) Reconsideration of Library materials

[Guidelines / reconsideration](#)

5.1 It is the goal of the school library to provide a balanced collection, with broad and varying points of view, in support of Intellectual Freedom in general. However schools should offer those who object to library material an acceptable alternative, without allowing them to make this decision for others. Specific objections made by parents, teachers or school personnel pertaining to library materials will be treated as an important part of the democratic process and a legitimate avenue of communication. Access to challenged materials shall not be restricted during the reconsideration process.

The procedures for reconsideration of an item follow:

- a) all complaints, whether verbal or in writing, will be received by the person in charge of the library and reported to the principal;
- b) the complainant will be contacted in an attempt to resolve the complaint;
- c) if the matter is not resolved in this manner, a packet of information will be given to the complainant with mention of the date it is given. This package will consist of the present policy including the procedures for reconsideration, a standard form to be completed and returned for formal reconsideration of an item within two weeks:
 - objections will be accepted in writing, on the standard form (see **Annex C**)

- if either the Principal or Library staff has not received a written complaint within a two-week period, the matter will be considered closed
- d) challenges will be handled with the understanding that no parent has the right to determine reading, viewing or listening matter for students other than his own child. An acceptable alternative when possible will be offered as a substitute for that particular student;
- e) the Principal will call a committee to consider the complaint. The reconsideration committee may consist of parents, school administration and library staff. The committee will bear in mind the principles of freedom of information and to learn, and will base the recommendations upon these broad principles, rather than on the defense of individual items. Freedom of inquiry is vital to education, and the value lies in the general material itself, not individual passages and parts pulled out of context. The faults and benefits should be weighed against one another and then based on the whole;
- f) the committee will meet to discuss the material, and will prepare a report on the material along with their recommendation(s). The Principal and Library staff will prepare a letter to the complainant identifying the decision(s) made. In answering the complaint:
 - If the committee decides to retain the item, an explanation of the book selection system, and the “Statement on Intellectual Freedom” will be detailed in support of the decision
 - If the complaint is viewed as valid, it will be acknowledged as such, an explanation of the material selection system, and any recommended options will be detailed. The rejected item will be taken out of the collection.

[guidelines](#) **5.2.** If the complainant is dissatisfied with the committee's recommendation, an appeal of the decision may be made to the Cree School Board Management Group for a hearing and final decision. If an appeal is requested by the complainant, it shall be addressed to the Group with all appropriate documentation.

Challenged materials shall not be removed from use during the review period.

6) Application of this Administrative Policy

[Previous provisions](#) **6.1.** The present Administrative Policy replaces all other Administrative Policies of the Board pertaining to this subject, while respecting the Council of Commissioners’ Policies where applicable. If such Policies are adopted by the Council, the provisions of these Policies will be integrated into this Administrative Policy for the benefit of the reader.

[Official version](#) **6.2.** The official version of this Administrative Policy and procedures is kept by the Secretary-General of the Board.

[Responsibility](#) **6.3.** The Director of Education Services is the person responsible for the application of this Administrative Policy.

Annex A

Position Statement on Intellectual Freedom

The Canadian Library association in its Position Statement on Intellectual Freedom

Approved by Executive Council ~ June 27, 1974; Amended November 17, 1983; and November 18, 1985

All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all library's public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

Annex B

Regulation respecting the acquisition of books by certain persons from accredited bookstores

For information only / please refer to the original version available on the web site
www.publicationsduquebec.gouv.qc.ca



© Éditeur officiel du Québec

Latest version available
Updated to 1 April 2010
This document has official status.

c. D-8.1, r.1

Regulation respecting the acquisition of books by certain persons from accredited bookstores

An Act respecting the development of Québec firms in the book industry

(R.S.Q., c. D-8.1, ss. 3, 15, 17, 20 and 38)

DIVISION I

INTERPRETATION AND APPLICATION

§1. Definitions

1. For the purposes of the Act respecting the development of Québec firms in the book industry (R.S.Q., c. D-8.1) and the regulations made for its application,

“basic discount” means the percentage a publisher or his distributor allows to be deducted in favour of an accredited bookstore from the list price or net price of a book at the time of sale; a basic discount does not include cash discounts according to quantity or for early payment, special conditions, additional discounts or special net prices granted to an accredited bookstore for exceptional service rendered by the bookstore to the publisher;

“tabulated statement” means the factor by which an accredited bookstore must multiply the list price or net price of a book in foreign currency to determine the Canadian sales price to be paid by the institution.

R.R.Q., 1981, c. D-8.1, r. 1, s. 1.

2. In this Regulation, unless the context indicates otherwise,

“accredited bookstore” means a bookstore accredited under the Regulation respecting the accreditation of bookstores (c. D-8.1, r. 4);

“Canadian book” means a book published in Québec or Canada under Canadian copyright for which an accredited bookstore is billed at the publisher's or his distributor's list price minus a discount or at the net price, minus all discounts;

“a foreign book not under exclusive distributing rights in Québec or Canada” means a book published abroad for which the accredited bookstore is billed in foreign currency at the publisher's or his distributor's list price minus a discount or at the net price, minus all discounts;

“a foreign book under exclusive distributing rights in Québec or Canada” means a book published abroad under foreign copyright and whose exclusive distribution in Québec and Canada was given to an exclusive distributor and for which the accredited bookstore is billed in Canadian currency at the list price minus a discount or a Canadian net price minus all discounts, in accordance with the current discounts and tabulated statements;

“institution” means a mandatary, department, body or person referred to in section 3 and the Schedule to the Act respecting the development of Québec firms in the book industry (R.S.Q., c. D-8.1);

“list price” means the retail price suggested by publishers or distributors used as a fixed price in making invoices for accredited bookstores and which is established in Canadian currency in accordance with current discounts and tabulated statements; the list price in foreign currency sometimes includes all taxes;

“net price” means the price a book costs an accredited bookstore; this price includes any discount that may be granted by or negotiated with a publisher or his distributor at the time of sale but excludes any transportation expenses, and is determined in Canadian currency in accordance with the current tabulated statements;

“region” means the administrative regions of Québec corresponding to the regions established by the Décret concernant la révision des limites des régions administratives du Québec (c. D-11, r. 1), inside the boundaries of which institutions must acquire their books;

“secondhand book” means a more or less soiled, previously used publication that a merchant has repurchased from individuals or institutions.

R.R.Q., 1981, c. D-8.1, r. 1, s. 2; O.C. 1846-88, s. 1.

§2. Application

3. This Regulation does not apply to universities including the Université du Québec and its schools, colleges and branches.

R.R.Q., 1981, c. D-8.1, r. 1, s. 3.

4. This Regulation has effect whatever the mode of acquisition or sale of books, where the latter is in return for payment.

R.R.Q., 1981, c. D-8.1, r. 1, s. 4.

DIVISION II

PROCEDURES AND CONDITIONS RESPECTING THE ACQUISITION OF BOOKS

5. Subject to the following provisions, any acquisition of books on behalf of an institution must be made in the accredited bookstores in the region where the institution is located.

The books may be acquired by any means, except calls for public tenders, calls for tenders by invitation and calls for bids.

R.R.Q., 1981, c. D-8.1, r. 1, s. 5.

6. No institution may acquire books from an accredited bookstore in which the institution or one of its shareholders, directors, executive officers or representatives participates or holds, alone or with others, a direct or indirect interest.

R.R.Q., 1981, c. D-8.1, r. 1, s. 6.

7. A central organization for acquiring books grouping together libraries from several regions participating in a central purchase policy and recognized by the Minister of Culture, Communications and the Status of Women may acquire books from one of the participating regions if, during the year, the central organization for acquiring books proportionally divides its acquisitions among the regions in which the participating libraries are located.

R.R.Q., 1981, c. D-8.1, r. 1, s. 7.

8. A general and vocational college or a medical library in an establishment referred to in paragraph *f* of the Schedule to the Act may acquire books from an accredited bookstore in any region if the acquisitions are divided up in accordance with this Regulation.

R.R.Q., 1981, c. D-8.1, r. 1, s. 8.

8.1. Bibliothèque et Archives nationales du Québec may acquire books from an accredited bookstore in any region if the acquisitions are divided up in accordance with this Regulation.

O.C. 620-2002, s. 1.

9. English-language books may be acquired from an accredited bookstore in any region where such service is not offered by any accredited bookstore in the region where the institution is located; the latter must divide its acquisitions up in accordance with this Regulation.

R.R.Q., 1981, c. D-8.1, r. 1, s. 9.

10. Subject to sections 7, 8 and 8.1, the institution must divide the books it acquires among at least 3 accredited bookstores not belonging to the same person and located in the region of the institution.

The dividing of books acquired is based on the quality of service provided.

R.R.Q., 1981, c. D-8.1, r. 1, s. 10; O.C. 620-2002, s. 2.

11. If there are less than 3 accredited bookstores in a region, the institution in that region may acquire part of its books from an accredited bookstore in a bordering region.

R.R.Q., 1981, c. D-8.1, r. 1, s. 11.

12. The institution must report to the present Minister or the Minister to whom it is responsible during the last 3 months of each fiscal period on the subsidies received or allotted for the acquisition of books, the number of books bought, the various suppliers and the dividing of the acquisitions among suppliers.

The Minister mentioned in the first paragraph must report each year to the Minister of Culture, Communications and the Status of Women on the application and carrying out of the Act and this Regulation by the institutions under his responsibility or supervision.

The institution must, in addition, keep the documents, papers or evidence that list the acquisition of books from accredited bookstores as well as the origin and acquisition price of those books.

R.R.Q., 1981, c. D-8.1, r. 1, s. 12.

13. An institution is not obliged to comply with the first paragraph of section 5 or with section 10 if it is proven, after verification by the Minister, that the institution must acquire its books outside of the region in which it is located because the quality of service in its region is not adequate or that the accredited bookstores in its region no longer comply with this Regulation or the Regulation respecting the accreditation of bookstores (c. D-8.1, r. 4).

R.R.Q., 1981, c. D-8.1, r. 1, s. 13.

DIVISION III

CONDITIONS, NORMS AND SCALES RESPECTING ACQUISITION PRICES

14. An institution must purchase its books from an accredited bookstore only if the latter complies at all times with the tabulated statements appearing in Schedule A and the following provisions concerning the price the institution must pay:

(1) the sales price of a foreign book not under exclusive distributing rights in Québec or Canada must be billed using the current tabulated statement, in Canadian currency using the list price or the net price established by the publisher or his distributor;

(2) the sales price of a foreign book under exclusive distributing rights in Canada must be billed in Canadian currency using the list price or the Canadian net price set by the exclusive distributor in accordance with the tabulated statement determined by the Regulation respecting the accreditation of Québec distributors and the method of calculating sales prices (c. D-8.1, r. 2);

(3) the sales price of a Canadian book must be billed by using the publisher's list price or net price.

The price the institution must pay established under the first paragraph includes any cash discounts, quantity discounts, discounts for early payment, discounts, special discounts and special net prices.

Where, in setting the price of a book, the net price is used, an accredited bookstore must add the markup determined in Schedule B to the net price.

R.R.Q., 1981, c. D-8.1, r. 1, s. 14.

15. The price of a book, where the computation of the tabulated statements gives a fraction, is rounded off to the next higher unit if the fraction is \$0.005 or over or to the next lower unit if the fraction is less than \$0.005.

R.R.Q., 1981, c. D-8.1, r. 1, s. 15.

16. An institution may acquire books at lower prices than those established in section 14 at discount sales at accredited bookstores provided the prices are at least 40% below the list price and are also offered to private individuals.

An institution may also acquire secondhand books from a merchant selling similar items even if the merchant is not accredited or eligible for accreditation.

R.R.Q., 1981, c. D-8.1, r. 1, s. 16; O.C. 636-84, s. 1.

17. The cost of bindings or technical adjustments to books including the marking of catalogue numbers, supplying of index cards and pockets, the gluing on of original covers over bindings, and the supplying of dust covers upon request of an institution is not included in the price established in section 14.

R.R.Q., 1981, c. D-8.1, r. 1, s. 17.

18. An institution in the same region as the accredited bookstore where books are acquired or an institution that must acquire its books outside its own region because it has been proven after verification by the Minister, that a service of adequate quality is not available to the institution in its region, may not be billed for delivery, transportation or handling expenses.

R.R.Q., 1981, c. D-8.1, r. 1, s. 18.

19. Where an accredited bookstore supplies itself with or acquires, from a Québec or Canadian distributor other than an exclusive Québec or Canadian book distributor, books that it may acquire directly from the exclusive distributor, the institution is not obliged to pay more for those books than it would have had to pay if the accredited bookstore had received its supplies from an exclusive Québec or Canadian publisher or his distributor.

R.R.Q., 1981, c. D-8.1, r. 1, s. 19.

20. No changes may be made in section 14 by concealed benefits or discounts other than those provided for in this Regulation.

R.R.Q., 1981, c. D-8.1, r. 1, s. 20.

DIVISION IV

INFORMATION REQUIRED FROM ACCREDITED BOOKSTORES UPON BILLING

21. When a book mentioned in subparagraph 1 of the first paragraph of section 14 is acquired, an institution may require that the accredited bookstore, which is obliged to do so, include on the bill for each title or the name of a collection sold at a standard price, the following information:

- (1) the foreign list price of the book or collection upon ordering or the net price;
- (2) the markup added to the net price or tabulated statement used;
- (3) the net unit price in Canadian currency as calculated in paragraph 2;
- (4) the list price or the Canadian net price and the reduced price at discount sales referred to in section 16.

R.R.Q., 1981, c. D-8.1, r. 1, s. 21.

22. When a book mentioned in subparagraph 2 of the first paragraph of section 14 is acquired, the institution may require that the accredited bookstore, which is obliged to do so, include the following information on the bill:

- (1) the list price of the book or collection in Canadian currency or the net Canadian price established by the exclusive distributor;
- (2) the markup added to the net price;
- (3) the list price or the Canadian net price and the reduced price at discount sales prescribed in section 16.

R.R.Q., 1981, c. D-8.1, r. 1, s. 22.

23. When a book mentioned in subparagraph 3 of the first paragraph of section 14 is acquired, the institution may require that the accredited bookstore, which is obliged to do so, include the following information on the bill:

- (1) the list price or net price of the Canadian publisher;
- (2) the markup added to the net price;
- (3) the list price or net price and the reduced price at discount sales referred to in section 16.

R.R.Q., 1981, c. D-8.1, r. 1, s. 23.

24. The cost of bindings or technical adjustments requested by an institution and delivery and transportation expenses authorized pursuant to section 18 must be clearly listed at the end of the invoice.

R.R.Q., 1981, c. D-8.1, r. 1, s. 24.

DIVISION V

EXEMPTIONS

25. Institutions may acquire the following books elsewhere than from accredited bookstores, provided that in so doing the Act or this Regulation is not contravened:

- (1) books chosen by a publisher or his exclusive distributor to be distributed in Québec solely by foreign channels to bookstores similar to those in the country of origin of the books, if the inscription of these books is authorized by the Minister and the titles are listed in the register kept for such purposes at the Ministère de la Culture et des Communications for consultation by institutions and accredited bookstores;
- (2) books other than English or French-language books;
- (3) books obtained by subscription if they are also available to private individuals and are not sold at the same price as in a bookstore;
- (4) works that have been brought up-to-date;
- (5) a series if it is also available to private individuals;

- (6) the reprinting and publication of works by specialized publishing houses that do not go through bookstores to sell their books;
- (7) books or research papers published by a private organization or a learned society, that must be acquired directly from a publisher;
- (8) old and rare books that the publisher or distributor has stopped supplying to accredited bookstores, whose reprinting has not yet been announced;
- (9) bibliophiles' editions, or books in limited and numbered editions distinguished by the quality of the binding, paper, typography or on occasion, the illustrations, the sale of which is not entrusted to a bookstore;
- (10) the official documents of a government, one of its departments, agencies or mandataries or of an international organization;
- (11) audiovisual, film or sound equipment and other equipment of the same nature.

Annex C

Request for Review of Library Materials Cree School Board
--

Request Initiated by _____

Telephone _____

Address _____

School: _____

The material I object to is a: ___ film ___ recording ___ magazine ___ pamphlet ___ textbook
___ other: _____

Book or other materials (title): _____

Author (if known): _____

Publisher, producer, etc. (if known)): _____

1. Are you familiar with the policy, procedure and philosophy regarding selection of textbooks, instructional materials and media center materials?

Yes No

2. To what in the material do you object? (Please be specific; cite pages or items.)

3. What do you feel might be the result of using this material?

4. Did you read or view all this material? _____ If no, how were the parts selected for reading or viewing?

5. Is there anything good about this material?

6. What would you recommend the school do with this material?

7. In its place, what material of equal educational quality would you recommend that would convey as valuable a picture and perspective?

8. Additional comments:

Administrator

Signature of Complainant

Date received: _____