

## **Freedom of Information – Response – 27495**

*I am writing to request information under the Freedom of Information Act 2000 relating to complaints, challenges and requests concerning library stock.*

*Please provide information for the period 1 January 2023 to as close to the date of this request as records allow.*

Data and records relating to this area are only held from 01/06/2025 onwards, when the library service was transferred into Suffolk County Council management. Relevant data prior to this would have been held by the previous provider.

### *1. Complaints, challenges and requests relating to library stock*

*Please state: The total number of complaints, challenges, requests for reconsideration, requests for removal, or similar representations relating to library books or other library materials.*

*Whether any resulted in:*

- *withdrawal*
  - *restriction of access*
  - *relocation*
  - *relabelling*
  - *formal review*
  - *no action*
- 1 resulted in relabelling

### *2. Books subject to complaints, challenges or review*

*For each book or item that was the subject of a complaint, challenge, request for reconsideration, review, or removal request, please provide, where recorded:*

- *Title*
- *Author*
- *Year of complaint or challenge*
- *Brief description of the reason for complaint*
- *Outcome*

Title: Young Gothic  
Author: M A Bennett  
Year: 2025

Description: this title was classified as Younger Teen, when it should have been classified as Young Adult.

Outcome: we agreed with the error in classification and the copies were reclassified and labelled as Young Adult.

### 3. Withdrawals linked to complaints or challenges

Please provide details of any books withdrawn from library stock where the recorded reason for withdrawal included:

- a complaint
- a challenge
- a request for removal
- community concern
- reputational concern
- sensitivity concerns

For each item, please provide:

- Title
- Author
- Year of withdrawal
- Recorded reason for withdrawal

No complaints or challenges have been received that have resulted in the withdrawal of books.

4. Source of complaint. Where recorded, please indicate whether a complaint, challenge, request for reconsideration, review or removal request originated from:

- a member of the public
- an elected councillor
- a Member of Parliament
- a political party or political organisation
- a school, college or university
- a charity, campaign group or advocacy organisation
- a religious organisation
- another public body
- another organisation acting in an organisational capacity

Where the complainant was an organisation, elected representative, public body, political organisation, or other body acting in an official capacity, please provide the name of that organisation or body where recorded.

This request does not seek personal data relating to private individuals.

None

### 5. Policies and procedures

Please provide copies of any policies, guidance, procedures or review frameworks used by the library service in relation to:

- complaints about library materials
- challenges to library materials

- *requests for reconsideration of library materials*
- *decisions to withdraw, restrict, relocate or relabel library materials*

We do not have a policy that covers this specifically. Any such requests would be considered on a case by case basis, in line with the principles of our stock and collections selection and management policies.