

PUBLIC COMPLAINTS

GB  
(REGULATION)

COMPLIANCE

This regulation is promulgated to provide clear, concise, and user-friendly procedures for members of the public to bring complaints regarding the College District's operations, services, or staff members. See AFA (Legal) and GB(Legal).

For employee complaints: see DGBA or DOA

For student complaints: see FDE, FLD, or FM

GENERAL  
PROVISIONS

This regulation shall apply to all complaints from the public except complaints regarding a commissioned peace officer who is an employee of the College District, see CHA.

"Days" shall mean College District business days. In calculating time lines under this policy, the day a document is filed is "day zero." The following day is "day one."

FREEDOM FROM  
RETALIATION

Neither the Board nor any College District employee shall unlawfully retaliate against any individual for bringing a concern or complaint.

FORMAL  
COMPLAINT  
PROCESS

If an informal conference regarding a complaint fails to reach the outcome requested by an individual, he or she may initiate the formal process described below by timely filing a written complaint form no later than 45 days from the date the complainant knew or should have known of the action or inaction made the basis of the complaint.

Even after initiating the formal complaint process, individuals are encouraged to seek informal resolution. A formal complaint may be withdrawn at any time.

The process described in this regulation shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or "mini-trial" at any level.

1. Submit your complaint in writing by filling out the Customer Satisfaction Form (CFS). See GB (EXHIBIT). The CFS may be obtained from the Welcome Center located in the lobby of the Enrollment Center or downloaded on-line from the Board Policy Manual. Alternatively, you may communicate directly with the Customer Service Representative.
2. Within one business day after receipt, the Customer Service Representative will forward the complaint to the appropriate administrator for resolution.
3. The administrator will initiate an investigation of the complaint, determine the approximate length of time it will take to resolve the

PUBLIC COMPLAINTS

GB  
(REGULATION)

issue and within three business days, advise the Customer Service Representative of the timeframe.

4. The Customer Service Representative will notify the complainant in writing within two business day of receiving the proposed approximate timeframe.
5. The administrator shall forward a written response to the Customer Service Representative conveying the outcome.
6. Within two business days after receipt of the response, the Customer Service Representative will notify the complainant in writing.
7. Within three business days, if the complainant is not satisfied with the response, the complainant may request that the Customer Service Representative forward the complaint to the College President for final resolution.
8. Within five business days of receiving the complainant's request, the Customer Service Representative will submit the complaint, the investigation report, and the administrator's written response to the College President. The President will review all available documentation and render a decision as to the resolution of the complaint within fifteen business days of receipt.
9. Within two business days after receiving the President's response, the Customer Service Representative will notify the complainant in writing of the President's decision.
10. All decisions of the College President are final and are not open to further review. However, nothing in this regulation shall prevent a complainant from addressing the Board of Trustees during the public participation portion of a regularly scheduled Board meeting.  
[See BDB]