



## PUBLIC CONCERNS AND COMPLAINTS

Southeast Technical College Policy KE/STC

### 1. Purpose

Southeast Technical College (STC) strives to continually improve its ability to educate individuals in their pursuit of reaching their goals. The purpose of this policy is to allow the public to have an avenue to provide feedback to STC. General Statement of Policy

### 2. General Statement of Policy

Persons wishing to submit official complaints or concerns relating to STC, its personnel, programs, or instructional materials should begin at the level closest to the source of the complaint. If a complaint or concern is not resolved initially, it may be referred to the next level in accordance with the appropriate STC policy (See Related Policies/Regulations listed below). If applicable, appeals to the STC President must be presented in writing within ten (10) calendar days of the lower-level decision. After receiving an appeal, the STC President will investigate the matter and respond in writing to the complainant within fourteen (14) calendar days. The STC President can extend the response time with notice to complainant to complete the investigation.

If the STC President is unable to satisfy the complainant, the case may be appealed to the School Board. Any appeal of the STC President's ruling must be presented in writing to the STC President within seven (7) calendar days of their decision. The STC President will present the appeal to the Board in accordance with Policy BDD/STC. The Board will consider the appeal at the next regular Board meeting, provided the written appeal is received by 5:00 pm three working days prior to the meeting. The Board will dispose of the matter according to its best judgment.

### 3. Definitions

**An official complaint or concern** is a request for the resolution of a problem, conflict or concern that negatively impacts the student or other stakeholder. These may relate to, but are not limited to, classroom instruction, or services offered.

### 4. Reporting Procedures

At each level, the complaint should be submitted in writing (which includes electronically) to the administrative officer appropriate to that level of concern.

### 5. Related Policies

KEA/STC – Public Concerns/Complaints about Policies

KEB/STC KEB-R/STC –Public Concerns/Complaints about Personnel

## 6. Dissemination of Policy and Training

The policy is located on STC's website under Consumer Information – Southeast Tech Policies.

### Board Approved:

Policy		Board Action
adopted:	01-09-06	34305
amended:	09-10-07	34832
amended:	06-14-10	35732
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