



PUBLIC CONCERNS/COMPLAINTS ABOUT PERSONNEL

Southeast Technical College Policy STC 1017

1. Purpose

Southeast Technical College (STC) is committed to fostering a professional, respectful, and learning-centered environment for students, employees, and the public. The purpose of this policy is to establish a fair, consistent, and confidential process for addressing concerns or complaints regarding the conduct, professionalism, or job performance of STC personnel, while ensuring appropriate resolution, protecting employee due process rights, and supporting the integrity of the educational environment.

All employees have the responsibility to act in a professional manner when dealing with students, parents, other staff members and community members while representing Southeast Technical College. Constructive criticism is welcomed to improve the quality of the educational programs at Southeast Tech.

Concerns and complaints about professionalism or the job performance of employees need to be handled with care and discretion. Southeast Tech has the obligation to ensure that the behavior and conduct of employees is acceptable and conducive to learning. Concerns and complaints cannot be ignored. Due process rights of employees also need to be upheld. Specific personnel evaluations or disciplinary actions will not be disclosed.

The administration shall establish regulations for processing complaints regarding personnel. If a complaint is brought directly to the Sioux Falls School Board or an individual Board member, it shall be referred to the President. The President shall process the complaint according to regulation KEB-R/STC.

2. General Statement of Policy

A. Insert text here

Insert text here All employees have the responsibility to act in a professional manner when dealing with students, parents, other staff members, and community members while representing Southeast Technical College (STC). Constructive criticism is welcomed to improve the quality of the educational programs at STC.

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The administration shall address complaints regarding personnel. If a complaint is brought directly to the Sioux Falls School Board or an individual Board member, it shall be referred to the President. The President shall process the complaint according to this policy (STC 1017).

3. Definitions

Complaint in this policy and regulation refers to criticism of a particular ~~institute~~ college employee by a student, ~~or~~ a parent/guardian of a student under the age of 18, or community member who has contact with ~~Southeast Tech~~STC employees while representing ~~Southeast Tech~~STC.

4. Reporting Procedures

The following procedures are established to ensure that a complaint about ~~Southeast Tech~~STC personnel will be given respectful attention and that the integrity of the educational program will be upheld.

1. If a complaint comes first to the person against whom it is directed, the employee will listen courteously and try to resolve the difficulty. If the complainant remains unsatisfied, the employee will refer the complainant to ~~his/her~~their immediate supervisor.
 2. If a complaint is relayed to another ~~Southeast Tech~~STC employee, the employee should refer the complainant to the employee criticized or to that person's immediate supervisor.
 3. If the complaint involves a particular employee, the supervisor should suggest a conference between the complainant and the person criticized. If the complainant remains unsatisfied, the supervisor should invite the complainant to file ~~his/her~~their complaint in writing.
 4. When a written complaint is received, ~~the~~ immediate supervisor will schedule a complaint resolution conference with ~~him/herself~~, the complainant, the person criticized, and, if advisable, other personnel that could contribute to the resolution of the problem.
 5. If the complaint is directed toward or involves the STC President, the procedures outlined above shall be followed. If the complainant remains dissatisfied after completing those procedures, the complainant may submit the complaint in writing. The written complaint shall be presented to the Sioux Falls School Board by the President in accordance with STC Policy 1015.
- ~~4-6.~~
- ~~5-7.~~ If the nature of the complaint warrants it, the administrator, immediate supervisor, or complainant shall hand the complaint over to the ~~Civil Rights Officer~~Human Resource Director or ~~the~~ Title IX Coordinator.

5. Related Policies

STC 105 – Equal Opportunity/Nondiscrimination

STC 910 & 910.1 - Harassment

STC 1015 – Public Concerns and Complaints

6. Dissemination of Policy and Training

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

Legal References: ###, ###, ###

Board Approved:

Policy		Board Action	(formerly 1312)	
adopted:	05-23-68		(formerly KEB/STC	07-01-25)
amended:	04-12-76			
amended:	04-08-91	26048C		
amended:	10-27-97	28911		
amended:	01-09-06	34305		
amended:	06-14-10	35734		
amended:	10-07-15	ST00079		

Regulation		Board Action		
New:	10-27-97	28911	(formerly KEB-R/STC	07-01-25)
revised:	01-09-06	34305		
revised:	06-14-10	35734		
revised:	10-07-15	ST00079		



Policies and Regulations

NEPN Code: KEB-R/STI

School/Community/Relations

Concerns/Complaints about Personnel

The following procedures are established to ensure that a complaint about Southeast Tech personnel will be given respectful attention and that the integrity of the educational program will be upheld.

“Complaint” in this policy and regulation refers to criticism of a particular institute employee by a

~~student or a parent/guardian of a student under the age of 18, or community member who has contact with Southeast Tech employees while representing Southeast Tech.~~

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- ~~2. If a complaint is relayed to another Southeast Tech employee, the employee should refer the complainant to the employee criticized or to that person's immediate supervisor.~~
- ~~3. If the complaint involves a particular employee, the supervisor should suggest a conference between the complainant and the person criticized. If the complainant remains unsatisfied, the supervisor should invite the complainant to file his/her complaint in writing.~~
- ~~4. When a written complaint is received, immediate supervisor will schedule a complaint resolution conference with him/herself, the complainant, the person criticized, and if advisable, other personnel that could contribute to the resolution of the problem.~~
- ~~5. If the nature of the complaint warrants it, the administrator, immediate supervisor, or complainant shall hand the complaint over to the Civil Rights Officer/Title IX Coordinator.~~

~~NEPN Code: KEB-R/STI~~

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~~Related Policies/Regulations:~~

~~AC/STI AC-R/STI—Equal Opportunity/Nondiscrimination~~

~~JIAA/STI JIAA-R/STI—Harassment~~

~~KE/STI—Public Concerns and Complaints~~

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New: 10-27-97	28911
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