

## Policies and Regulations

### NEPN Code: KE/STI

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#### School/Community/Relations

##### Public Concerns and Complaints

Persons wishing to submit official complaints or concerns relating to Southeast Technical College, its policies, 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 Southeast Tech policy (See Related Policies/Regulations listed below). If applicable, appeals to the Southeast Tech President must be presented in writing within ten (10) calendar days of the lower level decision. After receiving an appeal, the Southeast Tech President will investigate the matter and respond in writing to the complainant within fourteen (14) calendar days.

If the Southeast Tech President is unable to satisfy the complainant, the case may be appealed to the School Board. Any appeal of the Southeast Tech President's ruling must be presented in writing to the Southeast Tech President within seven (7) calendar days of his/her decision. The Southeast Tech President will present the appeal to the Board in accordance with Policy BDD/STI. 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.

#### RELATED POLICIES/REGULATIONS:

KEA/STI – Public Concerns/Complaints about Policies  
KEB/STI KEB-R/STI –Public Concerns/Complaints about Personnel

Policy		Board Action
adopted:	01-09-06	34305
amended:	09-10-07	34832
amended:	06-14-10	35732
amended:	10-27-14	37034
reviewed:	01.02.19	ST00358