

GENERAL PUBLIC COMPLAINT POLICY

Division: Student Services

Policy Statement

A member of the general public may file a complaint related to communication, personal interactions, policies and procedures, or facilities provided by Terra State Community College. An anonymous complaint will not be accepted.

Policy Details

Formal Complaint

A member of the general public considering a complaint is encouraged to seek an explanation from a College official. After being provided with an explanation, the individual may seek a resolution to the matter. If the matter is not resolved informally, the individual may proceed with a formal complaint using the following procedure:

1. Obtain a General Public Complaint Form available from the Office of the President, Building B, Room 207 or at https://www.terra.edu/about_us/institutional_policies/uploadedfiles/general_public_complaint_form.pdf.
2. Complete the General Public Complaint Form and submit it in person or electronically to the Executive Assistant in the Office of the President who will then forward it to the appropriate member of the President's Cabinet.
3. A member of the President's Cabinet, or designee, will contact the individual within five business days of receiving the complaint.

The member of the President's Cabinet or designee may indicate the need for an interview with the individual or witnesses and may identify additional time needed for an investigation of the matter. A response to the complaint by the College will be provided in writing by a member of the President's Cabinet or designee.

If the complainant is not satisfied with the College's written response to the complaint, the individual may compose a letter of appeal describing the initial complaint and explaining the reason for their dissatisfaction with the College's written response. This letter should be addressed to the College President and must be submitted within 10 business days after receiving the College's written response. The College President, or designee, will act on the appeal and render a final decision in writing to the complainant.

Board of Trustees Public Commentary Request

The Board of Trustees gives high priority to participation by the general public. A person(s) desiring to speak to the assembled board must seek special permission from the chairperson. The permission must be in writing and sought at least one week in advance of a regular board meeting. The board will limit the time each person is allowed to speak. Written requests to speak should be submitted electronically or in person to the Executive Assistant in the Office of the President.

Non-Retaliation

Terra State Community College strictly adheres to and enforces a non-retaliation policy. Retaliation against an individual who has complained about sexual discrimination, harassment, and/or misconduct and retaliation against individuals for cooperating with an investigation of a sexual discrimination and/or harassment complaint is unlawful and will not be tolerated by the College. Any person who violates this policy will be subject to discipline, up to and including termination if they are an employee, and/or dismissal if they are a student.

Procedures

1. A general complaint form is submitted to the Executive Assistant in the Office of the President.
2. The complaint is forwarded to the appropriate Cabinet member or designee.
3. The Cabinet member or designee will review the complaint and within five (5) business days will provide either
 - a. A written response to the complaint, *or*
 - b. A request for further information.
4. The complainant has ten (10) business days to appeal the resolution to the President.
 - a. The appeal will be answered in writing by the President.
 - b. This answer is a final decision and will have no further appeals.
5. The complaint, and resolution will be archived by the Executive Assistant in the Office of the President.

Resources**General Complaint Form**

- Office of the President, Building B, Room 207
- https://www.terra.edu/about_us/institutional_policies/uploadedfiles/general_public_complaint_form.pdf

Documentation**Definitions****Term Definition**

Approval History

<i>Date</i>	Policy/Procedure or Entire Document	Notes (Types of Actions)	**Approved by
3/18/2014	Issued		
12/19/2019	Revised		
1/8/2020	Edit		
4/12/2023	Policy/Procedure	Minor edits/removed statement and added link to access general complaint form	William Taylor, VPAA

****Full name of CASA Committee Chair, signatory, or designee**

Effective Date: 3/18/2014

Next Review Date: 4/12/2026