

Public Complaint Procedure
(Nonemployee/Nonstudent)

Initiating a Complaint: Step One

Any member of the public who wishes to express a suggestion or complaint concerning a College program or operation should discuss the matter with the department chair or administrator. Suggestions or complaints about College personnel should be addressed to the employee's supervisor.¹ It is the intent of the College to solve problems and address all complaints as close as possible to their origin.

Supervisor/Administrator: Step Two

If unable to resolve a problem or concern at step one then the complainant should work with the supervisor/administrator to resolve the complaint or concern.

The President or Designee: Step Three

If the discussion at step two does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he/she wishes to pursue the action, shall file a signed, written complaint with the President clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required.)

The President or designee shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and his/her conclusion. (Approximately 10 working days in most cases will be required.)

The Board: Step Four

The complainant may appeal the written conclusion to the Board within 15 working days. The Board will notify the complainant, in writing, within 15 working days if the Board choose to hear the complaint.

The Board may choose to hear the complaint and hold a hearing to review the findings and conclusion of the President, to hear the complainant and to take such other evidence as it deems appropriate.

All parties involved, including the supervisor/administrator, may be asked to attend such meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

¹See Board policy GBN/JBA and administrative regulation GBN/JBA-AR; and Board policy GBNA/JFCF and administrative regulation GBNA/JFCF-AR.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon Revised Statutes.

Once a hearing has been held, the Board will notify the complainant in writing of the Board's decision. The communication will occur within 20 working days of the hearing.

If the Board choose not to hear the complaint, the Board will notify the complainant in writing within 15 working days that the Board concurs with the President or designee's written report and therefore the decision of the President is upheld and final.

Approved by President's Council: May 1, 2012
(Date)

**Clackamas Community College
PUBLIC COMPLAINT FORM**

Person Making Complaint _____

Telephone Number _____ Date _____

Nature of Complaint _____

Suggested Correction _____

Office Use: Disposition of Complaint: _____

Signature: _____ Date: _____

cc: Office