

**TERRA STATE COMMUNITY COLLEGE
FREMONT, OH 43420**

POLICIES AND PROCEDURES

GENERAL PUBLIC COMPLAINT POLICY

Effective: 03-18-14

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. TO FILE A COMPLAINT AN INDIVIDUAL SHALL FOLLOW THESE PROCEDURES:

PROCEDURES

A. 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 procedures:

1. Obtain a General Public Complaint Form available from the Office of the President, Building B, Room 207 or at www.terra.edu.
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 a member of the general public 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 his/her 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 complainant.

B. 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. The maximum time allotted to any given meeting will be 10 minutes. Written requests to speak should be submitted electronically or in person to the Executive Assistant in the Office of the President.