

*Policy Series 3000*  
*Policy 3000*  
**Procedure 3000.2**

## **Complaints**

Reference: HLC Policy FDCR.A.10.030 and CFR 668.43(b)

The District has defined a complaint as a formal statement that a situation is unsatisfactory or unacceptable. Examples include grievance, appeal, formal objection or concern that is received in writing, submitted through the District website, in-person, or over the phone.

External complaints are logged by and resolved through the office of the Vice President of Administrative Services/CFO. Student complaints are logged by and resolved through the office of the Vice President of Student Affairs. Employee grievances are maintained by the Director of Human Resources.

Each July and January, complaint logs are reviewed together by these offices, noting trends and changes required to address recurring issues.

Early in the spring semester an executive summary of the complaint logs for the previous calendar year is prepared and reviewed by the President and Vice Presidents for feedback and suggestions. During the spring semester, the executive summary is presented and reviewed by District Council for feedback and suggestions. The executive summary totals the complaints by source and type, identifies trends of concerns and recommend corrective action.

Adoption Date: 02-15-2017

Review Dates

Revision Dates