

PUBLIC COMPLAINTS

GF
(REGULATION)

INFORMAL PROCESS Members of the public are encouraged to resolve concerns and/or complaints through informal conferences whenever possible. Persons should initiate the resolution of the concern beginning at the lowest possible administrative level and who has the authority to address the issue.

Administrators receiving an informal concern that has not gone through the levels, specified in policy, should refer the person back to the appropriate level. Informal resolution should be encouraged, but should not extend any deadlines in accordance with Board policy GF(LOCAL), except by mutual written consent.

FORMAL PROCESS An individual may initiate the complaint process by timely submitting a written complaint to the appropriate campus or departmental administrator. An informal resolution for the concern should continue to be encouraged, even after initiating the formal complaint process. If the individual's concern is resolved, the formal complaint maybe withdrawn at any time.

The written complaint shall include the "Public Complaint Form" found at Exhibit A. If the complainant did not complete a complaint form at Level I, the appropriate administrator should provide the complainant with a form and request it be completed before the conference so that specific issues can be clearly addressed. Only those concerns specified on the complaint form will be carried forward if appealed to Level II.

FILING Administrators receiving a formal complaint that is not filed with the appropriate administrator must note the date and time the complaint is received, and then immediately forward the complaint to the appropriate administrator.

Complaint forms and appeal notices may be filed by any of the following methods:

1. Hand-delivery
2. Email
3. Fax
4. U.S. Mail

Hand-delivered, email, and fax filings must be filed and/or received by the appropriate administrator or designee by the close of the business of the deadline. Mail filings shall be timely filed if they are postmarked on or before the deadline and received by the appropriate administrator or designee no more than three days after the deadline.

SCHEDULING CONFERENCES The appropriate hearing administrator should make reasonable attempts to schedule conferences at a mutually agreeable time. If the individual fails to attend the conference, the administrator may hold the conference and issue a decision in the individual's absence.

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The campus or departmental administrator receiving a formal complaint at Level I and central office administrators receiving an appeal at Level II are expected to utilize and complete the checklist and report form found at Exhibits D and E or F, as appropriate. These forms will assist in ensuring that all appropriate steps are taken and timelines are observed.