Book	Policy Manual
Section	(J) OPERATIONS
Title	Policy J114 - Complaint Procedure
Code	J114
Status	Active
Adopted	January 9, 1985
Last Revised	December 11, 2013
Last Reviewed	December 11, 2013

Policy Number: J114
Title: Complaint Procedure
Section: Operations

The Joint Committee encourages the resolution of complaints through reasonable and effective means. Complaints concerning EASTERN's programs or operations should be directed to the staff member or the administrator immediately in charge of the area in which the complaint arises. Joint Committee members who receive complaints concerning EASTERN's programs or operations will encourage the complainants to follow this same procedure.

Complaints received anonymously by EASTERN, by the Joint Committee or by its members will not be recognized as formal correspondence;and therefore, typically will not be given a response.

The Director shall promulgate Administrative Regulations detailing the process and procedures EASTERN personnel will follow for handling complaints received by EASTERN.

Special procedures provided by law or other EASTERN policy for handling complaints in certain areas such as discrimination, sexual harassment, and resolving issues of concern for staff shall supersede the provisions of this policy and its accompanying regulation.

Adopted: 1/9/85
Revised: 12/11/13

See also:
DP J114 - Complaint Procedure