



Operating Protocol & Procedure

Details:

Number: 108

Title: Record of Complaints/Complaint Management

Category: Governance, Organization, and Institutional Effectiveness

Office of Primary Responsibility: President's Office

Approval Date: 1/11/16

Effective Date: 1/11/16

Revised: 10/24/16, 5/7/18

Purpose:

To define process for handling and keeping record of complaints made to the College by students, parents, and/or other concerned individuals.

Applicability:

All employees

Definitions:

A **complainant**, for the purposes of this operating protocol, is defined as a person or party making a complaint, which may include, but is not limited to current and former students, parents, spouses, or community members.

A **complaint**, for the purpose of this operating protocol, is defined as any concern or issue brought to the attention of the College in writing or via voicemail by a complainant that does not meet the criteria for reporting through Title IX, civil rights grievance, or student discipline as described in the PCC Student Handbook.

A **respondent**, for the purposes of this operating protocol, is defined as the staff or faculty member to whom a complaint is assigned to be resolved.

References:

None

Attachments or Related Forms/Documents:

None

Operating Protocol:

The complaints-management process is ~~used~~ designed to address issues or concerns brought forward by students, parents, or other constituents regarding academic matters or services provided by departments, offices, or employees that would not otherwise be handled through the Title IX, civil rights grievance, or Behavior/Incident reporting mechanisms or is not subject to the process for the administration of student

discipline, as described in the PCC Student Handbook. It also ensures complete resolution of complaints, as defined above, and establishes a college-wide tracking and records system for complaints.

In order to provide students or other constituents an easily-accessible outlet to report their complaints and to document it in their own words, complaints should be self-reported by the complainant in writing via the “Report a Concern or Incident” quick link on the home page of the PCC website. In instances when a complaint is not communicated in person or over the phone, but rather in writing via email or letter or left in a voice mail message, it should be reported through the Complaint Log on the college portal by the employee who receives it.

When possible, complaints should be handled at the lowest level possible and progress through the appropriate chain of command. In instances when the complaint is not resolved at the lowest level, and the complainant wishes to advance the complaint to the next level, the employee should provide further instructions for the complainant to self-report the complaint.

If the complainant is making a complaint in person or over the phone to the wrong department or office, he/she should also be provided further instructions for the complainant to self-report the complaint.

In order to facilitate the process for resolving complaints, the PCC President will designate complaint managers that will be responsible for assigning a complaint to the appropriate staff to be handled. Complete records of all complaints received through the Complaints Log and the reporting systems available on the PCC website will be maintained by the complaints managers and made available, as appropriate, to staff and faculty members upon request. The PCC Cabinet will receive a summary of all complaints submitted in a semester to review and look for trends.

Procedure:

Complaints received via email, letter, or voice mail message

The employees should:

- Scan and/or save the documentation to a secure network drive, preferably the N: or S: drive.
- Report the complaint by completing the Complaint Log form found on the Forms tab on the Portal (see “Complaint Log” under A-Z) and attach the documentation to the report.

Complaints that are unable to be resolved at the lowest level

When an employee receives a complaint in person or over the phone, and is unable to resolve it or the complainant wishes to advance the complaint to the next level, the employee should direct the complainant to the “Report a Concern or Incident” link found at the bottom of the PCC website home page under Quick Links to self-report his/her concern. The complainant should be informed that this process will ensure that the complaint is assigned to the appropriate employee to address the concern.

Complaint managers will be notified of complaints submitted through the website or the Complaint Log on the Portal through a complaint management system. Managers will review and assign the complaint to the appropriate Dean, Director, or other staff for follow-up and resolution. It will be the responsibility of the Dean, Director, or staff to direct the complaint to the appropriate staff or faculty, if needed, and to see that the complaint is resolved and closed within the set timeline.

The appropriate staff or faculty, to whom a complaint has been assigned for resolution, is expected to make contact with the person making the complaint within 2 business days upon receipt of the complaint from a complaint manager. Complaints should be resolved and closed within 15 business days.

The complaint managers will check the complaint management system on a monthly basis to see that all complaints recorded are resolved or in the process of being resolved within the specified timeline and will provide a summary each semester of all complaints reported for that semester to Cabinet.