

# BOARD POLICY

WESTERN IOWA TECH COMMUNITY COLLEGE

Series Number 804.3

Title Relations Between College Personnel and the Public

Public Complaints About College Personnel

The Board recognizes situations may arise in the operation of the College which are of concern to students, parents, and other members of the College community. While constructive criticism is welcomed, the Board desires to support its employees and their actions to free them from unnecessary, spiteful, or negative criticism and complaints that do not offer advice for improvement or change.

The Board firmly believes concerns should be resolved at the lowest organizational level by those individuals closest to the concern. Whenever a complaint or concern is brought to the attention of the Board, it will be referred to the administration to be resolved. Prior to Board action however, the following should be completed:

- (a) Matters concerning a teacher or other employee should first be addressed to the teacher or employee.
- (b) Unsettled matters from (a) above should be addressed to the employee's immediate supervisor.
- (c) Unsettled matters from (b) above or problems and questions concerning the college at large should be directed to the President.
- (d) If a matter cannot be settled satisfactorily by the President, it may then be brought to the Board in the following manner.
  - No appeal will be heard by the Board unless made in writing, signed by the party bringing the appeal, and presented to the Board through the President.
  - In the event a citizen is making a complaint against an employee, the President shall recommend to the Board whether a hearing to the Board is appropriate and recommended. If a hearing before the Board is not recommended, there shall be no appeal to the Board. If appeal to the Board is recommended, the employee shall be notified and shall have the opportunity to request a closed session before the Board.

It is within the discretion of the Board to address complaints from the public at large, and the Board will only do so if the complaints are in writing, signed, and the complainant has complied with this policy.

Date of adoption \_\_\_\_\_

Legal Reference: (Code of Iowa)

Date of last revision 9/12/88

Date of current revision 1/8/96

Related Administrative Procedures and Cross References \_\_\_\_\_

205.8, Agenda for Board Meetings