

COMPLAINTS AND GRIEVANCES
(Other than Employees)

Policy:

Pearl River Community College Board of Trustees welcomes constructive criticism based on a sincere desire to improve the quality of the College.

Procedure:

The Board of Trustees will respond as outlined in the three step procedure designated below to signed complaints or grievances. Anonymous complaints, grievances, or threats to Board members or college personnel will not be answered. Complaints and grievances should be filed and resolved as close to the perceived point of origin as possible.

1. A Trustee who receives a signed complaint or grievance from a person who identifies himself should present it to the President who will refer it to the appropriate administrator. This person will investigate the complaint, grievance, or expressed concern in order to resolve the concern.
2. If the complaint, grievance, or concern cannot be resolved at the Department level, it will be referred to the next administrative level.
3. If the complaint, grievance, or concern cannot be resolved at that level, it will be reported to the President. If the President cannot resolve the complaint, grievance, or concern, it will be referred to the Grievance Committee of the Board. The Grievance Committee will prepare a recommendation for consideration by the full Board.