8.8 Public Complaints

Last Revised: January 2012

Policy: Piedmont Community College’s Board of Trustees will accept constructive criticism motivated by a desire to improve the quality of the College’s educational programs or to enable the College to perform its mission more effectively. Complaints from members of the public may be presented according to the College’s published procedures and will be addressed within a reasonable period of time.

Purpose/Definitions: This policy allows the public to express complaints in a method that is fairly and reasonably administered. The word “public” refers to persons who are not students, faculty, staff, or Trustees of Piedmont Community College.

Approval Authority/Monitoring Authority: Piedmont Community College’s Board of Trustees has approval authority for this policy. The President and the Director, Public Information have monitoring authority for this policy.

Procedure: Any member of the public who has a complaint against Piedmont Community College (PCC) may attempt to resolve the issue by communicating with the PCC employee(s) directly involved in the issue. If a successful resolution is not reached, the complainant may then communicate with the administrator of the division involved. If a successful resolution has still not been reached, the complainant may lodge a formal written complaint using the Complaint Form for the Public available on the College website. The President of the College will respond to the complainant within a reasonable period of time. The decision of the President is final.

To address issues of significant non-compliance to the College’s accrediting body, the Southern Association of Colleges and Schools Commission on Colleges, formal written complaints may be submitted using the Commission’s “Complaint against Institutions: Information Sheet and Form” available at www.sacscoc.org.

The following statement appears in the Southern Association of Colleges and Schools policy statement entitled “Complaint Procedures against the Commission or its Accredited Institutions”:

Because the Commission’s complaint procedures are for the purpose of addressing any non-compliance with the Commission’s standards, policies, or procedures, the procedures are not intended to be used to involve the Commission in disputes between individuals and member institutions, or cause the Commission to interpose itself as a reviewing authority in individual matters of admission, grades, granting or transferability of credits, application of academic policies, fees or other financial matters, disciplinary matters or other contractual rights and obligations. Nor does the Commission seek redress on an individual’s behalf. Under no circumstances does the Commission respond to, or take action on, any complaint or any allegation that contains defamatory statements. Further, the Commission will not serve as a grievance panel when the outcome of institutional grievance or appeal processes is unsatisfactory to the complainant.
Exhibit 8.8 Complaint Form for the Public

This form is to be used only after successful resolution has been attempted but not reached at the individual and division levels.

Name of Complainant _____________________________________________________________

Mailing Address ________________________________________________________________

Telephone ____________________   E-mail address _________________________________

Please explain the specific nature of your complaint:

Please describe previous actions taken regarding this complaint. Include the names of any persons with whom you have spoken, the method of communication, date of the communication, and any other details you deem relevant:

Complainant’s Signature _________________________________________________________

Date Submitted ________________________________________________________________

Please submit completed form to
President
Piedmont Community College
PO Box 1197
Roxboro, NC 27573