

8.8 Public Complaints

Last Revised: November 2021

Policy: Piedmont Community College’s (PCC) Board of Trustees (BOT) accepts 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.

Purpose/Definitions:

Purpose

This purpose of this policy is to outline the process through which the public may express complaints in a method that is fairly and reasonably administered.

Definitions

Public—persons who are not students, faculty, staff, or trustees of PCC.

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

Procedure:

Section 1: General Complaint Guidelines

- 1.1. Any member of the public who has a complaint against PCC may attempt to resolve the issue by communicating with the PCC employee(s) directly involved in the issue.
 - 1.1.1. If a successful resolution is not reached, the complainant may then communicate with the administrator of the division involved.
 - 1.1.2. If a successful resolution has still not been reached, the complainant may lodge a formal written complaint to the Executive Assistant to the President and Board of Trustees.
 - 1.1.2.1. A response will be provided within a reasonable period of time.

Section 2: Complaints Regarding Accreditation

- 2.1. To address issues of significant non-compliance to the College's accrediting body, the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), formal written complaints may be submitted by following the Commission's Complaints against SACSCOC or its Accredited Institutions Policy.

Legal Citation: [The Commission's Complaints against SACSCOC or its Accredited Institutions Policy](#)

History: Effective October 1988; Revised October 2001, January 2012, November 2021