8.8 Public Complaints

Last Revised: May 2025

Policy: Piedmont Community College's (PCC) Board of Trustees (BOT) accepts feedback 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

The 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

Days (Business)—except as otherwise noted, days will mean business days during which the college administrative offices are open. In computing any period of time, the day on which notice is received will not be counted. Saturdays, Sundays and scheduled College holidays will not be included in the computation. All processes involving Federal, State, or other statutes must be completed in the time frame set forth in the appropriate statute or law.

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, Student Development; and the Director, Marketing and Communications/PIO 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. Complaints that are anonymous or sent electronically or through facsimile transmission may not be considered.

1.1.2.2. A response will be provided within 10 days of receipt of the complaint.

Section 2: Complaints Regarding Accreditation

2.1. To address issues of significant non-compliance to the College's accrediting body, formal written complaints may be submitted by following the complaint process outlined by the accrediting agency (see PCC website for more information).

Section 3: Consumer Protection Complaints

3.1. Complaints regarding fraud, false advertising, or other violations of state law will be referred to the Consumer Protection Division of the North Carolina Department of Justice.

3.2. Complaints can be filed directly with the Consumer Protection Division of the North Carolina Department of Justice by visiting the State Attorney General's web page**.** North Carolina residents may call (877) 566-7226. Outside of North Carolina, please call (919) 716-6000. En Espanol (919) 716-0058. If you choose to mail a complaint, please use the following address:

Consumer Protection Division
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001

Legal Citation: North Carolina Department of Justice

History: Effective October 1988; Revised October 2001, January 2012, November 2021, May 2025