**1st Reading** 

#### CLACKAMAS COMMUNITY COLLEGE

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The following symbol is used on some policies:

\*\* As used in this policy, the term parent includes legal guardian or person in a parental relationship. The status and duties of a legal guardian are defined in ORS 125.005 (4) and 125.300 - 125.325. The determination of whether an individual is acting in a parental relationship, for purposes of determining residency, depends on the evaluation of the factors listed in ORS 419B.373. The determination for other purposes depends on evaluation of those factors and a power of attorney executed pursuant to ORS 109.056. For special education students, parent also includes a surrogate parent, an adult student to whom rights have transferred and foster parent as defined in OAR 581-015-0005 (18).

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## Clackamas Community College Corrections Section K/L: District-community Relations March 8, 2012

**KGC/GBK/JFCG – Tobacco Use on College Premises** - In second paragraph, first sentence replace 'lighted' with *lit*; in second paragraph, first sentence after 'clove cigarette,' add *electronic cigarette* 

## Clackamas Community College Corrections Section K/L: District-community Relations February 28, 2012

**KGC/GBK/JFCG – Tobacco Use on College Premises** - In second paragraph and in third line end sentence after '...in any form...' and delete remaining language

## Clackamas Community College Corrections Section K/L: District-community Relations February 22, 2012

**KL - Public Complaints -** Policy specialist inserted KL - Public Complaints sample for review by the committee **KL-AR - Public Complaint Procedure -** Policy specialist inserted KL - Public Complaints sample for review by the committee

## Clackamas Community College Corrections Section K/L: District-community Relations January 30, 2012

**KGC/GBK/JFCG – Tobacco Use on College Premises** - In first paragraph delete first sentence that begins "Smoking on College premises...'; in same paragraph keep sentence that reads "Use of tobacco on College premises is restricted...'; delete last sentence in same paragraph 'All other tobacco use is prohibited.'; in second paragraph after 'any lighted' delete 'or unlighted' then in same sentence add *lit* after '...and any other'

## Clackamas Community College Corrections Section K/L: District-community Relations November 16, 2011

**KBE** – **Political Campaigns** - Delete language beginning at 'issues' through end of sentence then add *campaigns* 

**KG** – **Community Use of College Facilities** - In third paragraph, first sentence delete 'payer' from 'taxpayer'; **KG-AR(1)** – **Facilities Use and Term Conditions** - ON HOLD; review by President's Council; on page 2 in item 10 add two new sentences to end of item: *Smoking on College premises is restricted to designated outdoor smoking areas. All other tobacco use is prohibited.*; on page 4 in item 5 under 'Fiscal Policies' replace 'VISA' with *major credit card* 

KG-AR(2) - Use of the Gym and Athletic Areas - ON HOLD; review by President's Council

KGB – Removal/Exclusion of Person(s) from Campus - In second line replace 'Oregon' with state or federal

**KGB-AR** – **Removal or Exclusion of Non Eenrolled Persons** - In first paragraph under 'Campus Use Philosophy' replace 'Oregon' with *state or federal*; same change in first paragraph under 'Rule' and again in item 3 under same heading

**KGC/GBK/JFCG – Tobacco Use on College Premises** - Corrected to match change in section J, JFCG/KGC/GBK; copied to section G

KGF/EDC – Authorized Use of College Equipment and Materials - No change, keep original draft KGF/EDC-AR – Use of College Property - No change, keep original draft

KI/KJ – Solicitation - No change, keep original draft; need to add legal reference

Code: **KBE** Adopted: 1/11/06 Orig. Code(s): 406

# **Political Campaigns**

College funds will not be used to influence political issues or to espouse specific religious beliefs or sects. campaigns.

## END OF POLICY

Legal Reference(s):

ORS 260.432 ORS 260.605 ORS 294.100 ORS 341.290

12/28/00 MW

Corrected 11/16/11

Code: **KG** Adopted: 1/11/06 Orig. Code(s): 406; 717

# **Community Use of College Facilities**

Off-campus groups or organizations (profit or non-profit) may sponsor programs using eCollege facilities by following established Facilities Use gGuidelines.

Students/staff and community members are encouraged to use facilities for a wide variety of purposes including but not limited to instruction, special events and programs, community recreation and meetings. When it is necessary to assess fees for facility use, the fees will include the costs directly associated with the event (set up, take down, increased security, cleaning<del>,</del> and special equipment) as well as the indirect costs incurred by the eCollege (utilities, scheduling costs, equipment, facility maintenance and repair).

Since the institution is supported by tax<del>payer</del> dollars, college events and non-profit group events will be assessed fees that are lower than the fees charged to profit organizations and events. Contact Facility Reservations for information regarding the fee schedule. The eCollege reserves the right to deny facility use for events that conflict or compete with the cCollege mission or programs and events that are deemed to be a legal liability.

END OF POLICY

Legal Reference(s):

<u>ORS 341</u>.290(2), (4)

HR12/28/00 | MW

Corrected 11/16/11

Code: **KG-AR(1)** Revised/Reviewed: 8/06 Orig. Code(s): AR 717-001; AR 717-003; AR 715-005

# **Facilities Use and Term Conditions**

## *Need confirmation that titles and publications for 'guidelines' used throughout are current.* Facilities Use Philosophy

Clackamas CommunityThe College encourages the use of its facilities by the community when such use does not conflict with the accomplishment of the eCollege's mission.

## **General Terms and Conditions**

- All activities scheduled on <del>c</del>College campuses must be scheduled through the appropriate department as listed in the *CCC Scheduling Guidelines*. Fees will be charged for public use of space as per the facility fee schedules maintained by <del>F</del>facility <del>Rreservation Ddepartment</del>, <del>Aathletic Ddepartment,</del> and Harmony and Wilsonville <del>Ss</del>cheduling areas.
- 2. Use of cCollege facilities are assigned on a priority basis as follows<sup>\*1</sup>:
  - a. First priority is assigned to the eCollege events scheduled through the annual programming schedule<del>.;</del>
  - b. Second priority is assigned to all other eCollege activities-;
  - c. Third priority is assigned to non-eCollege facility users on a first-come, first-served basis.
- 3. Non-eCollege facility users may not schedule facilities more than 90 days in advance of the event with the following exceptions:
  - a. The Gregory Forum building may be reserved one year in advance after the college's annual calendar is established<del>.</del>;
  - b. The Niemeyer Center may be reserved one year in advance for cultural events and activities after the <del>cC</del>ollege's annual calendar is established.
- 4. The eCollege reserves the right to restrict facility scheduling during peak times of the eCollege term or when the eCollege is officially closed.
- 5. Large capacity (50+ seating) facilities or multi-room requests may not be scheduled on a regular basis without prior approval. For conference room reservations, refer to the *Conference Room Use Guidelines*.
- 6. The eCollege reserves the right to relocate or cancel activities scheduled at eCollege facilities.

<sup>&</sup>lt;sup>1</sup>Priority of use for Niemeyer Center defined in *Niemeyer Center Use Guidelines*. Priority of use for athletic areas defined in *Gym Guidelines*.

#### **Presidents' Council**

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- 7. When the eCollege closes due to adverse weather conditions, all events and activities will be canceled.
- 8. Facilities scheduled outside staffed building hours will require the presence of a college representative. Additional charges will apply if extra staffing is required for coverage. If the nature of the event or activity deems it necessary, a group may be required to name the college as an additional insured on an existing certificate of insurance, or purchase a certificate of insurance naming the college as insured during the time of the event.
- 9. The <del>c</del>College does not guarantee availability of facilities, food<del>,</del> or services for more than 5% percent over the estimated number of activity participants. Total number of participants may not exceed room fire code capacity.
- Alcohol is prohibited on campus except at CCC Foundation sponsored events where prior permission has been granted (sSee AR 409-001administrative regulation JFCH/JFCI-AR - Alcohol and Other Drugs). The use of tobacco products is prohibited inside all buildings and within 25 feet of all building entrances. Smoking on College premises is restricted to designated outdoor smoking areas. All other tobacco use is prohibited.
- Vehicle drivers must comply with college traffic and parking regulations as indicated by campus signs or as directed by eCollege public safety personnel. Tickets will be issued for violations (see <u>AR 407-003See Board policy ECD - Motor Vehicles Code</u>).
- 12. College facilities may not be used to conduct or promote private schools, business opportunities, or sale of merchandise for private gain. However, a business may participate as an element of a eCollege-sponsored activity, i.e., a trade show or club fair. College employees will not use eCollege facilities to conduct private business except as outlined in the vendor guidelines. (*Do we have vendor guidelines?*)
- 13. Tables used for promotional purposes or the sale of merchandise are restricted to the Community Center building (refer to the eCollege's *Vendor/Information Distribution/Posting Guidelines*\*\*<sup>2</sup>) unless part of a nonprofit or eCollege-sponsored event.
- 14. Advertising copy for non-eCollege functions which use the eCollege's name must have prior approval by the facility reservations specialist and the Ppublic Aaffairs office.
- 15. Weddings or receptions will not be scheduled November through March. (Why these months?)
- 16. The following conditions apply regarding facility use in and about college buildings:
  - a. Furniture will only be moved by the custodial staff. Once a set up is completed as per request, there will be no major revisions. If a facility user changes a furniture setup and custodial staff are required to restore the furniture to the original setup, a charge will be assessed for custodial time.

<sup>&</sup>lt;sup>2</sup>Other documents referred to in this regulation are located at the Ffacility  $\frac{1}{2}$  Reservation  $\frac{1}{2}$  department.

- b. College premises and property will not be marred or defaced in any manner. College decorations, notices, etc. that are in place on or about cCollege buildings may not be removed. Tape will not be placed on building floors, windows, or on painted surfaces; nails, screws, tacks, etc., will not be driven into building surfaces. See Signage and Posting Guidelines for further information\*\*.
- c. The cCollege will not be responsible for decorations left by a facility user after an event.
- d. All decorations must meet Clackamas County Fire Codes.
- Directional signage pertaining to events will be limited to those made and installed by <del>C</del>campus Services. Signs may be ordered through the Ffacility <del>Rr</del>eservations <del>D</del>department. All other signage is subject to the campus *Signage and Posting gGuidelines*<sup>2</sup>.
- 18. No moving-vehicle events will be scheduled on eCollege campuses.
- 19. No camping on <del>c</del>College campuses.
- 20. To maintain compliance with Clackamas County food handling regulations and the current food service provider contract, food sale and/or service to public and student populations must be provided through one of the following means:
  - a. <del>1.</del>Current contracted concessionaire;
  - b. 2. Delivered and setup by outside food vendor in accordance with the current food services contract;
  - c. <del>3.</del>Barbeque coordinated and supervised by <del>CCCthe College Ss</del>tudent <del>Aa</del>ctivities <del>Oo</del>ffice.
- 21. Facility use is restricted to reserved facilities only (including all outdoor space). Any changes must be approved by the facility reservations specialist. Any non-emergency aircraft landing must reserve outdoor space through the campus' Ffacility Rreservation. The Orchard Parking lot will serve as the designated landing area for the Oregon City Campus.
- 22. Extraordinary requests will be reviewed for approval by the Ffacility Rreservation Ddepartment or referred to the appropriate administrator if necessary.
- 23. Public forum activities, such as noncommercial public interest groups or petitioners must occur outside of campus buildings, no closer than 25 feet from all building entrances. Petitioners must present identification and register with the Ffacility Rreservation Ddepartment before beginning solicitation activities. Activities must occur during regular eCollege hours, defined as when regular classes are in session. During term breaks, activities must occur within regular eCollege hours.

Individuals or groups conducting public forum activities that result in a substantiated complaint will be given one warning. Should the nature of the complaint warrant or the individual refuse to register with the facilities department, the eCollege reserves the right to require a group or individual to immediately vacate college premises. Public forum activities may not occur in the parking lots, athletic areas, or on walking trails.

#### **Presidents' Council**

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Noncommercial public interest groups or individuals are also welcome to participate in Community Fair Day. Activities within campus buildings must fall within *Vendor and Facility Use Guidelines*<sup>\*\*2</sup>.

Distribution of printed materials must fall within *Posting Guidelines*<sup>\*\*2</sup>. Use that anticipates a draw of 25 or more people at any one time, is located in the sunken courtyard area, or requires the use of a PApublic address system or musical instruments will need to be scheduled through the Ffacility Rreservation Ddepartment.

- 24. Events and activities that include animal participation must occur out-of-doors, and will require prior approval. Activities open to the public that include animal participation will require handwashing stations. Search and rescue training activities involving dogs, with prior approval from the facility reservations dep<del>t.artment</del>, may be allowed inside of buildings with the exception of Randall Hall. Pets are not allowed inside of <del>c</del>College buildings as per <del>AR 717-009</del>Board policy ING Animals in College Facilities.
- 25. Charitable gaming within the context of fundraising on campus requires prior approval. All other gambling activities are prohibited.
- 26. Any solicitation outside of existing guidelines and regulations is prohibited on campus. See vVendor *gGuidelines*.

#### **Fiscal Policies**

- 1. Non-eCollege facility users will be charged for expenses related to personnel and equipment required to conduct the activity plus appropriate fees for the specific facility used. The current fee schedule will apply to non-eCollege facility users.
- 2. Facility fees and charges are due and payable five (5) working days prior to the event. A \$15 (*Is this amount still current?*) service charge will be applied to any account not paid by the close of the month following the event.
- 3. If a facility reservation is canceled, the event planner will be liable for any and all expenses incurred by the eCollege in preparation for their event.
- 4. If the eCollege closes due to adverse weather conditions, any monies paid to the College for canceled events will be refunded.
- All payments to be made payable to Clackamas Community College, 19600 S. Molalla Avenue, Oregon City, OR 97045 and mailed to the appropriate reservation department with signed agreement. Payment may be made by check, money order, or <del>VISA</del> major credit card. Please note event name, date, and location on payment.
- 6. The facility user hereby agrees to indemnify, defend and protect the college against; and hold and save harmless from any and all claims, demands, suits, liability, damages, loss, costs, attorney fees and expense of whatever kind of nature which may arise out of any action or failure to act of the facility user, including but not limited to claims of damage to the person or loss of property of any

#### **Presidents' Council**

person invited by or permitted by the facility user upon the premises, or from or out of any damage, loss, harm, or injury to the person or any property of the facility user or any of her/his representatives.

\*Priority of use for Niemeyer Center defined in Niemeyer Center Use Guidelines. Priority of use for athletic areas defined in Gym Guidelines.

\*\*Other documents referred to in this regulation are located at the Facility Reservations Department.

PUBLIC SPEAKERS APPEARING ON CLACKAMAS COMMUNITY COLLEGE CAMPUSESPublic Speakers Appearing on College Campuses

Speakers appearing on <del>Clackamas Community</del> College campuses whose presentation is open to the public are subject to <del>Clackamas Community College's Facilities Use Terms and Conditionsthis administrative regulation</del>, as is any individual, group or organization using <del>c</del>College facilities <del>(see AR717-003)</del>.

#### USE OF COLLEGE FACILITIES AND EQUIPMENT FOR PERSONAL GAINUse of College Facilities and Equipment for Personal Gain

As public employees of a tax supported political sub-division, it is expressly prohibited to use eCollege facilities, equipment or employed paid time for personal gain. Any such violations may be grounds for immediate disciplinary action including dismissal and/or criminal prosecution, if appropriate. See *Vendor Guidelines* for process addressing sale of items by employees on campus outside of paid time.

Approved by President's Council:

(Date)

Corrected 11/16/11

Facilities Use and Term Conditions - KG-AR(1) 5-5

Code: **KG-AR(2)** Revised/Reviewed: 8/22/06 Orig. Code(s): AR 717-004

# Use of the Gym and Athletic Areas

## **\***Gym and Athletic Area Rules<sup>1</sup>

#### 1. A. General

- a. 1. PEPhysical education (PE), athletic, and recreation participants are required to wear "court shoes" when using the gym; i.e., this means shoes designed for basketball or court sports only. Shoes with any type cleat (however small) or waffle pattern will not be allowed, regardless of the color of the sole.
- b. 2. Admittance to the gym is not allowed when a class or athletic practice is in session.
- c. 3. Approval of the Pphysical Eeducation Delepartment is required for use of all PE equipment, including mats.
- d. 4. No tobacco products are allowed in the building.
- e. 5. No kicking or hitting of balls against gym curtains.
- f. 6. No pets allowed in Randall Hall.
- 2. <del>B.</del> Type of Activities
  - a. 1. Community groups may be allowed to use the gym for traditional and nontraditional physical activities relating to <del>CCC</del>the College PE and <del>A</del>athletic curriculum.
  - b. 2. Groups other than rentals using the gym must be sponsored by a eCollege-based group, department or student club.
  - c. <del>3.</del>Bleachers will be used instead of chairs for seating whenever possible.
  - d. 4. All athletic activities, indoor and outdoor, other than regularly scheduled PE classes, athletic practices and games, must be approved on a Randall Facilities Use Request form. Provision for adequate supervision must be listed on the form. All other activities and non-athletic activities occurring in Randall or on any outdoor athletic area, must be scheduled the Ffacility Rreservations <del>Dd</del>epartment.
  - e. 5. Athletic practice for outdoor sports will be allowed in gym when approved by the Aathletic Ddirector.
  - f. 6. The instructor or supervisor of each activity is responsible for putting away all equipment immediately following the class or activity.
  - g. 7. Non-athletic events in the <del>Gg</del>ym may require matting of the floor.

<sup>&</sup>lt;sup>1</sup>All other Ffacility <del>Uuse Admin.administrative R</del>regulations and <del>G</del>uidelines also apply.

- 3. <del>C.</del> Supervision of Activities
  - a. 1. A personnel account will be established so a member of the PE, Aathletic, or Recreation
    Delepartment may be paid to supervise the gym during its use by a community group. The user will be charged for the supervision required.
  - b. 2. When supervision is not required, the user will be required to check in and out with Campus Safety or Coustodial personnel. This should eliminate the gym being open and unsupervised.
  - c. 3. College-sponsored activities also require appropriate supervision. College departments sponsoring special events in the gym need to provide appropriate supervision. Supervisors should be listed on the Ffacilities request form.
- 4. <del>D.</del> Charges
  - a. 1. The Randall Fee Schedule or Facility Use Fee Schedule will be used to determine charges to groups using the gym or athletic areas for athletic purposes<del>,</del>.
  - b. 2. Non-athletic activities will be charged based on the campus facility use fee schedule, with adjustments made as necessary for extraordinary costs, such as matting the gym.

#### \* All other Facility Use Admin. Regulations and Guidelines also apply.

Approved by President's Council:

(Date)

Corrected 11/16/11

Use of the Gym and Athletic Areas - KG-AR(2) 2-2

Code: **KGB** Adopted: 8/03/94 Orig. Code(s): 410

# **Removal/Exclusion of Person(s) from Campus**

The eCollege may remove or exclude any person from campus for a violation of eCollege policy, regulation, or Oregon state or federal law.

#### END OF POLICY

#### Legal Reference(s):

ORS 161.015 ORS 164.245 ORS 164.255 ORS 166.025 ORS 166.155 - 166.165 ORS 166.210 - 166.370 ORS 341.290(2) ORS 806.060 - 806.080

2/5/04 NC

Corrected 11/16/11

Code: **KGB-AR** Revised/Reviewed: 4/10/07 Orig. Code(s): AR 410-001

# Removal or Exclusion of Non-Eenrolled Persons

#### **Campus Use Philosophy**

Persons not currently enrolled students of the college who violate eCollege policy, regulation or Oregon state or federal law while on-campus disrupt the cCollege mission.

#### Non=enrolled pPerson dDefined: (Why limit to nonenrolled student?)

A non-enrolled person is a person not currently enrolled in classes at the eCollege.

#### Rule

The period of removal or exclusion of a non-enrolled person for an on-campus violation of eCollege policy, regulation, or <del>Oregon state</del> or federal law shall be for a minimum of 72-hours from the time the person leaves the campus grounds. The eCollege <del>C</del>campus <del>Ss</del>afety <del>Oo</del>fficer responsible for the removal or exclusion shall provide a report of the removal or exclusion to the <del>C</del>College dean or designee with oversight of the <del>C</del>Campus <del>Ss</del>afety program within one working day of the initial removal or exclusion.

#### **Review Process:**

- 1. The <del>D</del>dean of <del>C</del>campus <del>Ss</del>ervices, having oversight of <del>C</del>Campus <del>Ss</del>afety, and the <del>C</del>Campus <del>Ss</del>afety supervisor shall review the <del>C</del>College <del>C</del>Campus <del>Ss</del>afety <del>O</del>officer's act of removing or excluding a non=enrolled person from the <del>C</del>College campus on written request by the person removed or excluded.
- 2. The <del>D</del>dean of <del>C</del>campus <del>S</del>services and <del>C</del>campus <del>S</del>safety supervisor shall conduct the requested review in a timely manner. Based on the information received as a result of the review, the dean may affirm or reduce the term of removal or exclusion. The results of that review shall be reported to the <del>V</del>vice <del>P</del>president of <del>C</del>college <del>S</del>services within two working days of the initial removal or exclusion and accompanied by a written statement describing the circumstances surrounding the removal or exclusion.

#### **Presidents' Council**

3. The vice president may use this statement, the Campus Safety Oofficer's report and any other directly relevant law enforcement report to determine whether the removal or exclusion for a violation of college policy, regulation or Oregon state or federal law was proper. The vice president may then affirm or modify the decision of the dean. The vice president's decision is a final decision of the college as to the removal or exclusion.

Approved by President's Council:

(Date)

Corrected 11/16/11

**1st Reading** 

Coded 03.20.12-Handout #1

Clackamas Community College

Code: KGC/GBK/JFCG Adopted:

## **Tobacco Use on College Premises**

Use of tobacco on College premises is restricted to designated outdoor areas.

For the purpose of this policy, "tobacco" is defined to include any lit cigarette, cigar, pipe, bidi, clove cigarette, electronic cigarette and any other lit smoking product; and smokeless or spit tobacco, also known as dip, chew, snuff or snus, in any form.

END OF POLICY

Legal Reference(s):

<u>ORS 192</u>.710 <u>ORS 341</u>.290(2) <u>ORS 433</u>.835 - 433.990

HR2/24/11 | RS

Corrected 10/17/11; Corrected 11/28/11; Corrected 12/06/11; Corrected 1/30/12; Corrected 2/28/12

Corrected 3/12/12

Tobacco Use on College Premises - KGC/GBK/JFCG 1-1

Code: **KGF/EDC** Adopted:

# Authorized Use of College Equipment and Materials

The Board recognizes College equipment is purchased by tax dollars, the equipment is primarily purchased to provide for and/or enhance students' educational programs. It is the Board's responsibility to protect and maintain this equipment. The President is responsible for establishing guidelines concerning equipment which may be used by the public and conditions under which it can be used. Equipment will be available only to College employees through their programs and authorized use shall be consistent with ORS Chapter 244.

In all cases of public use, equipment shall not be used for private financial gain. An equipment use form must be submitted and approved, and all conditions outlined on the attached College equipment list must be adhered to. There are no equipment use fees. In the event of "excessive damage," a fee will be determined according to repair or replacement costs. Transportation of borrowed equipment will be the user's responsibility.

END OF POLICY

Legal Reference(s):

ORS Chapter 244 ORS 341.290(2) OAR 589-006-0050

OR.ETHICS COMM'N, OR. GOV'T ETHICS LAW, A GUIDE FOR PUBLIC OFFICIALS (2008).

HR8/24/01 | MW

Corrected 9/14/11; Corrected 12/06/11

Code: KGF/EDC-AR Revised/Reviewed: 4/06 Orig. Code(s): AR 717-002

# **Use of College Property**

Clackamas Community The College purchases and maintains property, facilities, equipment and other assets necessary for use in fulfilling institutional functions.

College equipment and other assets will not be removed from <del>c</del>College property, unless they are to be used within the scope of college instruction, business<del>,</del> or services in a common and customary way. Any extraordinary requests will require prior approval from the <del>C</del>campus <del>S</del>ervices <del>O</del>OPerations <del>M</del>manager.

Repair of any equipment damaged through negligence while removed from eCollege property will be the responsibility of the staff person who removed the equipment or the respective department authorizing the use of that equipment.

Furniture may be temporarily moved between campus buildings as college needs dictate. Such requests must go through the Ffacility Rreservations Department, and be approved by the Campus Services Operations Mmanager and the appropriate Default.

Approved by President's Council:

(Date)

Code: **KI/KJ** Adopted: 4/06 Orig. Code(s): AR 717-006

# Solicitation

Sales solicitation and/or distribution of literature for marketing products and services on eCollege property must adhere to *Vendor Guidelines*.

## END OF POLICY

Legal Reference(s):

Code: KL Adopted:

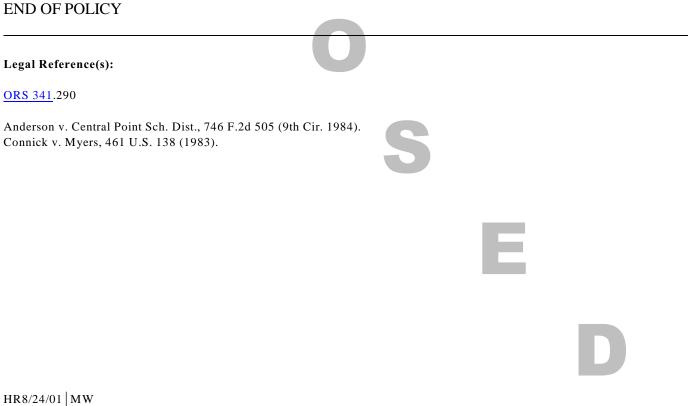
# **Public Complaints**

Any person or group having a legitimate interest in the College shall have the right to present a request, suggestion or complaint concerning College personnel, the program or the operations of the College. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide the means for judging each public complaint in a fair and impartial manner and to seek a remedy where appropriate.

It is the desire of the Board to rectify any misunderstandings between the public and the College by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences that more formal procedures shall be employed.

Any requests, suggestions or complaints reaching the Board or Board members shall be referred to the President who will direct the complainant to established complaint procedures.

No complaint concerning any employee, officer or Board member will be heard or reviewed by the Board unless the complaint is stated in writing and presented in accordance with College procedures, collective bargaining agreement provisions and the requirements of law.



Code: **KL-AR** Revised/Reviewed:

# **Public Complaint Procedure**

#### Initiating a Complaint: Step One

Any member of the public who wishes to express a complaint should discuss the matter with the employee involved. It is the intent of the College to solve problems and address all complaints as close as possible to their origin.

#### Supervisor/Administrator: Step Two

If unable to resolve a problem or concern at step one then the complainant should work with the supervisor/administrator to resolve the complaint or concern.

#### The President: Step Three

If the discussion at step two does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he/she wishes to pursue the action, shall file a signed, written complaint with the President clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required.)

The President or designee shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and his/her conclusion. (Approximately one week in most cases will be required.)

#### The Board: Step Four

If the complainant is dissatisfied with the President's findings and conclusion, the complainant may appeal the decision to the Board. The Board may choose to hear the complaint and hold a hearing to review the findings and conclusion of the President, to hear the complainant and to take such other evidence as it deems appropriate. Generally all parties involved, including the supervisor/administrator, will be asked to attend such meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon Revised Statutes.

If the Board chooses not to hear the complaint the decision of the President is final.

## Clackamas Community College COMPLAINT FORM

Person Making Complaint	
Telephone Number	Date
Nature of Complaint	
K	
Suggested Correction	
	0
Office Use: Disposition of Complaint:	
Signature:	Date:
cc: Office	