

<b>Clackamas Community College</b>
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Code: **KL**  
Adopted:

**P****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.

END OF POLICY

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**Legal Reference(s):**

[ORS 341.290](#)

Anderson v. Central Point Sch. Dist., 746 F.2d 505 (9th Cir. 1984).  
Connick v. Myers, 461 U.S. 138 (1983).

# Clackamas Community College

Code: **KL-AR**

Revised/Reviewed:

# P

## Public Complaint Procedure Nonemployee/Nonstudent

*Edited as submitted by College 4/17/12.*

### Initiating a Complaint: Step One

Any member of the public who wishes to express a **suggestion or complaint concerning a college program or operation should discuss the matter with the department chair or administrator. Suggestions or complaints about College personnel should discuss the matter with the employee involved be addressed to the employee's supervisor.**<sup>1</sup> 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 or Designee: 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~~ **10 working days** 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 complainant may appeal the written conclusion to the Board within 15 working days.** 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.

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<sup>1</sup>See Board policy GBN/JBA and administrative regulation GBN/JBA-AR; and Board policy GBNA/JFCF and administrative regulation GBNA/JFCF-AR.

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.

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**Clackamas Community College**  
**PUBLIC COMPLAINT FORM**

Person Making Complaint \_\_\_\_\_

Telephone Number \_\_\_\_\_ Date \_\_\_\_\_

Nature of Complaint \_\_\_\_\_

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Suggested Correction \_\_\_\_\_

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Office Use: Disposition of Complaint: _____
_____
Signature: _____ Date: _____

cc: Office