

TRITON COLLEGE BOARD POLICY

BOARD OF TRUSTEES, DISTRICT 504

HUMAN RESOURCES

**PUBLIC COMPLAINTS ABOUT
COLLEGE PERSONNEL**

**POLICY 4108
ADOPTED: 03/16/93**

Constructive criticism of the College is welcome when it is motivated by a sincere desire to improve the quality of the education program.

The Board of Trustees places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful, or negative criticism and complaints.

Whenever a complaint is made directly to the Board of Trustees as a whole or to a Board member as an individual, it will first be referred to the President for study and possible solution. The individual employee involved will be advised of the nature of the complaint and be given every opportunity for explanation, comment, and presentation of the facts as he/she sees them. If the President deems the complaint should be heard by the Board, he/she may request an executive session of the Board of Trustees for the purposes of further study and a decision by this body. Generally all parties involved, including the administration, will be asked to attend such a meeting for the purposes of presenting facts, making further explanations, and clarifying the issues. Hearsay and rumor will be discounted as well as emotional feelings except those directly related to the facts of the situation.

The Board of Trustees will conduct such meetings in as fair and just a manner as possible. The Board may request a disinterested third party to act as moderator to help it reach a mutually satisfactory solution.

This policy does not supersede procedures already established with respect to grievances and grade appeals.