

**POLICY
BOARD OF TRUSTEES
MAYLAND COMMUNITY COLLEGE**

Title: PUBLIC COMPLAINT POLICY

Type: INSTITUTIONAL

POLICY NO: 3.013

Policy Adopted on March 8, 2004

EFFECTIVE DATE: 3-11-13

AMENDED DATE: 03/11/13

Charles Ronald Kates

Chairman

AUTHORITY: N.C.G.S. 115D-20 (7)

Mayland Community College has grievance policies and procedures in effect which address the concerns of its students and its employees. The College understands that it is reasonable that other persons from time to time will have complaints deserving of its attention, and thus authorizes the President to develop and establish procedures to provide for the hearing of public complaints. The procedures shall provide the framework by which public complaints shall be presented and resolved, and shall provide an avenue for appeal to the trustees.

Grievance procedures relating to student or employee matters of concern or dissatisfaction are addressed in separate policies, and these persons shall consult the relevant policy in determining the proper method for addressing these matters.