

Public Complaint Policy and Procedures

Purpose

This policy details the rights of members of the public to file formal complaints against Mountain Empire Community College's policies and procedures. MECC student complaints are addressed through the student Grievance Policy stated in the Student Handbook.

Definitions and Limitations

1. Definition

- a) Verbal complaints are considered informal.
- b) Written complaints are considered formal and the Procedure for Formal Complaints is to be followed.

2. Limitation. This policy does not apply to complaints, grievances, and appeals handled through other policy statements:

- a) Student grade appeals policy
- b) Human Resource policies
- c) Appeal and grievance policies and procedures explicitly described in the *VCCS Policy Manual*
- d) Any formal appeal or grievance covered by another MECC policy (e.g., code of conduct, admissions, financial aid, satisfactory academic progress, etc.)

3. Policy and Procedure for Informal Complaints to MECC

Informal (verbal) complaints by members of the public are addressed by the complainant and the responsible college administrator supervising the area. If through this process a mutually satisfactory resolution of the complaint cannot be reached, the complainant may put the complaint in writing using the [Complaint Form](#) available from the Community Relations Office and move to the policy and procedure on formal complaints or the complaint will be considered inactive.

4. Policy and Procedure for Formal Complaints to MECC

- a) Formal written complaints on the Complaint form by members of the public are to be addressed by the responsible administrator supervising the appropriate area.
- b) The administrator addressing the complaint is to gather information relevant to the complaint.
- c) A written response is to be sent to the complainant. A copy of the complaint and the written response is to be sent to the Director of Planning and Community Relations.
- d) If the complainant is not satisfied with the response, he/she may file a written complaint to the President. In such cases, the President will gather information and provide a final written response to the complainant with a copy to the Director of Planning and Community Relations.
- e) The file of all formal complaints is to be securely housed in the MECC Archives.

5. Policy and Procedure for Complaints to Third Parties

Complaints made by students or the public to third parties (e.g., Governor's Office, Congressional Office, Virginia Community College System) will be addressed using the procedures set forth by the third party.