



## **Policies and Regulations**

### **NEPN Code: KEB-R/STI**

---

#### **School/Community/ Relations**

##### **Concerns/Complaints about Personnel**

The following procedures are established to ensure that a complaint about Southeast Tech personnel will be given respectful attention and that the integrity of the educational program will be upheld.

“Complaint” in this policy and regulation refers to criticism of a particular institute employee by a student or a parent/guardian of a student under the age of 18, or community member who has contact with Southeast Tech employees while representing Southeast Tech.

1. If a complaint comes first to the person against whom it is directed, the employee will listen courteously and try to resolve the difficulty. If the complainant remains unsatisfied, the employee will refer the complainant to his/her immediate supervisor.
2. If a complaint is relayed to another Southeast Tech employee, the employee should refer the complainant to the employee criticized or to that person’s immediate supervisor.
3. If the complaint involves a particular employee, the supervisor should suggest a conference between the complainant and the person criticized. If the complainant remains unsatisfied, the supervisor should invite the complainant to file his/her complaint in writing.
4. When a written complaint is received, immediate supervisor will schedule a complaint resolution conference with him/herself, the complainant, the person criticized, and if advisable, other personnel that could contribute to the resolution of the problem.
5. If the nature of the complaint warrants it, the administrator, immediate supervisor, or complainant shall hand the complaint over to the Civil Rights Officer/Title IX Coordinator.

**Related Policies/Regulations:**

AC/STI AC-R/STI – Equal Opportunity/Nondiscrimination

JIAA/STI JIAA-R/STI - Harassment

KE/STI – Public Concerns and Complaints

Regulation		Board Action
New:	10-27-97	28911
revised:	01-09-06	34305
revised:	06-14-10	35734
revised:	10-07-15	ST00079