



CONCERNS/COMPLAINTS ABOUT POLICIES

Southeast Technical College Policy KEA/STC

1. Purpose

Southeast Technical College (STC) recognizes that, from time to time, concerns regarding the development and implementation of STC policies and regulations may arise. STC further believes that constructive criticism can assist in improving the quality of the program, and in meeting individual student needs more effectively. STC also places trust in its employees, and desires to support their actions in a manner that frees them from unnecessary or unwarranted criticism and complaints.

2. General Statement of Policy

This policy exists to establish a formal process for people to raise concerns or complaints directly related to policy being considered or previously approved by the School Board. Persons are expected to follow the reporting procedures outlined below.

3. Definitions

An official complaint or concern is a request for the resolution of a problem, conflict or concern regard to a STC policy.

4. Reporting Procedures

The following procedures for dealing with complaints about the content or implementation of STC policies/regulations shall apply:

- Public concerns/comments about a STC policy or regulation that is before the Sioux Falls School Board for review, revision, deletion, or adoption may be expressed orally in accordance with policy BEDH/STC. Written comments should be addressed to the STC President for submission to the Board. To be considered by the Board, written comments must contain the name and address of the person or persons submitting them. All comments, either oral or written, will be confined to the contents of the policy or regulation.
- Concerns about a policy or regulation that is not before the Board, or ideas for a new policy/regulation shall be submitted in writing to the STC President for submission to the STC Policy Review Committee in accordance with Policy BG/STC. Within 45 calendar days of the original submission, the STC President shall provide the individual(s) submitting the concern/idea with the administrative decision. This decision may or may not result in either creation of a new policy or change to the existing policy/regulation. Any proposed change must be submitted to the Board in accordance with Policy BG/STC.

- Concerns about the implementation of a policy or regulation should be dealt with by first discussing the concern with the staff person involved. If, for some reason, the concerned individual is not satisfied, they should discuss the matter with the following persons in the following order: Program/department supervisor, then the STC President’s designee. If necessary, any appeal to the STC President shall be made in accordance with policy KE/STC.

5. Related Policies

BEDH/STC – Public Participation at School Board Meetings

BG/STC – School Board Policy Process

KE/STC – Public Concerns and Complaints

6. Dissemination of Policy and Training

The policy is located on STC’s website under Consumer Information – Southeast Technical College Policies

Board Approved:

Policy		Board Action
adopted:	01-09-06	34305
amended:	06-14-10	35733
reviewed:	03-26-12	36325
reviewed:	01.02.19	ST00358
amended:	04-02-25	ST00906