



Northeast Community College Board Policy Manual

Governance Process Policy Policy Number: GP - 15

Handling Operational Complaints

To ensure that the Board fulfils its accountability to the Ownership but does not interfere in matters it has delegated to the President, the following process shall be followed in the case of a Board member receiving a complaint regarding an operational matter.

1. The Board member shall inquire if the proper internal communication protocol for registering concerns has been followed. If not, the individual shall be directed to the appropriate person, and the Board member shall take no further action.
2. The Board member shall not offer any evaluative comments or solutions.
3. If the internal protocol has been followed and the concern has not been resolved through that action, the Board member shall explain to the individual that the Board has delegated certain responsibilities to the President, and that the Board holds the President accountable. Indicate that the President will be asked to ensure that the matter is looked into and respond directly or through a delegate.
4. The Board member shall ask the individual to contact him or her again if the matter has not been addressed within a reasonable time period.
5. The Board member shall inform the President of the complaint, and request that it be handled.

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