

COLLIN COLLEGE
COMMUNITY MEMBER COMPLAINT PROCEDURES - GB (LOCAL)

When a community member seeks to file a formal complaint, the following procedures will be followed:

1. Complaint Filing

- a. Community member completes formal complaint form located online at https://collin.guardianconduct.com/incident-reporting?incident_type=Community within 10 days¹ of the date the complainant knew (or reasonably should have known) of the action that caused the complaint.
- b. The Chief Public Relations Officer will assign an administrator to investigate.

2. Level One:

- a. The assigned Level One administrator will follow procedures outlined in Board Policy [GB \(LOCAL\)](#) and will, within 10 days of the filing, schedule a conference with the community member.
- b. The administrator will record the conference.
- c. The assigned administrator will investigate the matter, as appropriate. Within 10 days following the conference, a written response will be sent to the community member along with forms for a Level Two appeal.

3. Level Two:

- a. If the community member does not receive the relief requested at Level One, he or she may submit a Level Two appeal form (which will accompany the Level One response) to the Chief Public Relations Officer within 10 days of the Level One response, or, if no response was received, within 15 days of the Level One response deadline.
- b. A Level Two administrator will review the complaint within 10 days of receipt of the appeal and will determine if a conference is warranted, and if so, will schedule a conference with the complainant.
- c. Within 10 days from the date of receipt of the appeal, or conference held, a written response will be sent to the community member, unless the Level Two administrator extends the deadline for additional investigation. If this occurs, the community member will be notified in writing of the extension, and will receive the written response on or before the extended deadline. The Level Two administrator's decision is final and may not be appealed.

¹ Days means college district business days.
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