

Complaint Policy	Policy Number	9.7
	Effective Date	October 15, 2014

1.0 POLICY & PURPOSE



It is the policy of the Laramie County Community College (LCCC) Board of Trustees to collect and assess issues and trends affecting the institution’s ability to serve its various stakeholders. LCCC will collect, and respond to complaints in a timely manner. Complaints will be analyzed to provide quantifiable metrics to maintain effectiveness, and the sustainability of the institution’s goals and mission.

2.0 REVISION HISTORY

Adopted on: 10/15/14

3.0 PERSONS AFFECTED

All College employees, students, stakeholders and visitors are subject to the provisions of this policy.

REQUIRED APPROVALS	NAME/SIGNATURE	DATE
Originator(s) Name(s)	James Miller, Special Assistant, Vice President of Academic Affairs Jill Koslosky, Dean of Students	8/5/14
Ratified by College Council	Chad Marley, College Council Co-chair	9/22/14
Recommended by President (Signature)		9/22/14
Approval by Trustees (Signature)		10/15/14