

<b>Complaint Policy</b>	Policy Number	9.7
	Effective Date	TBD

**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: TBD

**3.0 PERSONS AFFECTED**

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

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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	Typed Name of College Council Co-Chair	
Recommended by President (Signature)		
Approval by Trustees (Signature)		