



## FCC BOARD OF TRUSTEES POLICY

**Policy Type:** Governance Process

**Policy Title:** Handling Operational Complaints

**Policy Number:** GP-12

**Date Adopted:** 5.22.2024

**Version:** 1.0

**Date Last Reviewed:** 1.21.2026

**Office Responsible:** President's Office

**Reviewing Committee:** Board of Trustees

To ensure that the Frederick Community College Board of Trustees fulfills 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 Trustee receiving a complaint from any individual regarding an operational matter.

1. The Trustee shall not offer any evaluative comments or solutions to the individual bringing the concern.
2. The Trustee will direct the complainant to the Office of the President.
3. The Trustee shall inform the President of the complaint and complainant. The President will follow up with the Trustee regarding the outcome of the matter with the individual.
4. If the Trustee believes the complaint rises to the level of a Board policy violation, the Trustee will follow the Board's policy on Handling Alleged Policy Violations.

<b>Date Of Change</b>	<b>Version</b>	<b>Description of Change</b>	<b>Responsible Party</b>
5.22.2024	1.0	First release following Policy Governance consulting work.	President