



Governance Process	Ends
Board-President Delegation	Executive Limitations

<p align="center">BOARD OF TRUSTEES POLICY</p> <p>Policy Type: Governance Process</p> <p>Policy Title: Handling Operational Complaints</p> <p>Policy Number: GP – 14</p> <p>Date Adopted: 06/08/20</p> <p>Version: 2.0</p> <p>Date Last Reviewed: 03/08/21</p> <p>Office Responsible: President’s</p> <p>Reviewing Committee: Board of Trustees</p>
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To ensure that the Jackson College Board of Trustees 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 Trustee receiving a complaint regarding an operational matter.

1. The Trustee shall inquire to the President 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 Trustee shall take no further action.
2. The Trustee shall not offer any evaluative comments or solutions to the individual bringing the concern.
3. If the internal protocol has been followed and the concern has not been resolved through that action, the Trustee may 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. The President will follow up with the Trustee regarding the outcome of the matter with the individual.
4. The Trustee may ask the individual to contact him or her again if the matter has not been addressed within a reasonable time period.
5. The Trustee shall inform the President of the complaint, and request that it be addressed.

Date Of Change	Version	Description of Change	Responsible Party
06.08.20	1.0	First release following Policy Governance consulting work.	Chief of Staff
3.8.21	2.0	Regular Update	Chief of Staff