



**Governance
Process**

ENDs

**Board – CEO
Delegation**

**Executive
Limitations**

JACKSON COLLEGE BOARD OF TRUSTEES POLICY

Policy Type: GOVERNANCE PROCESS

Policy Title: Handling Operational Complaints

Policy Number: GP 14

Date Adopted: 06.08.20

Version: 3.0

Date Last Reviewed: 01.13.25

Responsible Party: Chief Governance Officer (CGO)

Reviewing Committee: Chairperson Crist,
Trustee Lake, &
Trustee Simpson

GOVERNANCE PROCESS STATEMENT:

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 CEO, 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 CEO 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 CEO, and that the Board holds the CEO accountable. Indicate that the CEO will be asked to ensure that the matter is looked into and respond directly or through a delegate. The CEO will follow up with the Trustee regarding the outcome of the matter with the individual.

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
2.14.22	2.0	Regular Review – no changes	CEO
01.09.23	2.0	Regular Review – no changes	CEO
01.08.24	2.0	Regular review – no changes	CGO
01.13.25	3.0	Minor edits to eliminate redundancy – removed items 4 & 5	CGO