

## **Columbia College External Agency and Entity Complaint Reporting Policy**

Columbia College (the “College”) takes concerns involving the College very seriously and is committed to addressing and resolving complaints in a timely manner consistent with the College’s applicable complaint resolution policies and procedures. As part of this commitment, and consistent with the College’s regulatory compliance obligations, this policy sets forth the guidelines and expectations for the reporting and handling of complaints and communications received by the College from external agencies, entities and/or other third parties.

Internal complaints will be handled in accordance with the applicable internal College policy (*e.g.*, internal Title IX complaints will be handled consistent with the College’s Title IX policy; internal grade disputes will be handled consistent with the academic grade dispute policy; internal discrimination, harassment and retaliation complaints will be handled consistent with the College’s Non-Discrimination and Equal Opportunity policy; etc.).

### **Scope**

This policy applies to all College employees.

This policy applies only to external agency and/or entity complaints (as defined below).

### **Definitions**

“College employee” for purposes of this policy includes any individual employed by the College on a fulltime or less than fulltime basis, including but not limited to faculty, staff, administration or any other capacity at any College location.

“Agency and/or entity complaint” for purposes of this policy means any communication received (*e.g.*, via phone, email, U.S. mail, etc.) by a College employee from any non-College entity and/or agency, including but not limited to federal, state or local entities, regulators, accreditors, government entities, administrative bodies, and any other third party having oversight, jurisdiction, or licensing or approval authority over any of the College’s operations, and who are informing the College of a complaint or concern made about the College. College employees who are unsure whether or not a communication meets this definition should err on the side of over-inclusion and report the communication. Examples of reportable complaints include but are not limited to complaints from the U.S. Equal Employment Opportunity Commission (EEOC) or State equivalent, the U.S. Department of Education, the Higher Learning Commission, State Education Agencies, etc.

### **Policy**

College employees are expected to immediately report all external agency and/or entity complaints. Reports should be made to the College’s Office of the General Counsel by calling 573-875-7722 and emailing a copy of the agency and/or entity communication to [mrfalkowski@ccis.edu](mailto:mrfalkowski@ccis.edu) without delay. The College could face negative consequences for failing to timely investigate and provide formal a response.

The Office of the General Counsel, or designee, shall be responsible for coordinating the College’s formal response efforts to all external agency and/or entity complaints and tracking these complaints. All members of the College community are expected to participate, cooperate and engage in the response

process as directed. College employees should not unilaterally engage with the external agency and/or entity about the complaint unless directed to do so.

Questions regarding this policy or whether or not a complaint is reportable should be directed to the College's Office of the General Counsel.