

# Formal Complaints Policy Procedure

## Procedure

1. The President of the College or their representative will review and investigate any written formal complaints received.
2. A written response to the formal complaint will be formulated by the President or their representative.
3. The President will maintain a written complaint record including: number of complaints, type of complaint, written response to the complaint, and resolution of the complaint.
4. General information on the nature of complaints on file will be available to any person upon written request.