

EXHIBIT C

Pima Community College
Institutional Response
July 8, 2022

HIGHER LEARNING COMMISSION
INSTITUTIONAL ACTIONS COUNCIL



**Pima County Community College District
Governing Board Bylaws**

- d. To the extent allowed by law, the Board shall take appropriate corrective action as warranted by the results of fact-finding.
- e. The Board, or its representative, shall provide notice of resolution to the complainant.

Bylaw Article Title: **Response to Complaints**

Bylaw Article Number: XII
Adoption Date: 12/11/13
Revision Date(s): 10/19/16
Motion Number: 201610-05
Legal Reference: A.R.S. § 15-1445

Section 1. General

To promote the timely and appropriate response to complaints regarding the College and to maintain the appropriate distinction between the roles of the Board and College administration, Board members shall follow specific processes for responding to different types of complaints, as set forth below.

Section 2. Definition of a Complaint

For purposes of the complaint reporting processes described in this Article of the Bylaws, a "complaint" shall mean an allegation that there has been a violation of applicable federal law, state law, accreditation requirement, ethical standard, or published College bylaw, policy or standard.

Section 3. Process for Handling Specific Types of Complaints

1. In the case of a complaint of a general nature, the Board and individual Board members shall:
 - a. Avoid pursuing questions into the details of the substance of a complaint that could ultimately come before the Board for a decision regarding the

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application of a College policy to a specific individual (e.g. an employee grievance of an adverse personnel action).

- b. Urge the complainant to use existing College procedures for resolving concerns. If the complainant deems existing College procedures inadequate, urge the complainant to make specific corrective recommendations to those procedures to the Chancellor.
- c. Refer the complaint to the Chancellor, and may refer the complainant to the Office of the Chancellor.

The Chancellor shall confirm to the Board that the complaint has been received and inform the Board how the complaint has been or will be addressed and resolved.

2. In the case of a complaint about the conduct of the Chancellor:
 - a. The recipient of the complaint (including individual Board members) shall notify the Board Chair and College legal counsel of the complaint, who shall notify all Board members.
 - b. The Board shall determine in consultation with College legal counsel whether the allegations, if accurate, would constitute a violation of applicable law, College policy, the terms of the Chancellor's contract, or any other applicable standards of conduct or performance.
 - c. If the alleged conduct would qualify as such a violation, the Board shall determine in consultation with College legal counsel the most appropriate means for conducting unbiased fact finding, which might include outside professional services.
 - d. The Board shall take appropriate corrective action as warranted by the results of fact-finding and consistent with due process.
 - e. The Board, or its representative, shall provide notice of resolution to the complainant.
3. In the case of a complaint about the conduct of a Board Member:
 - a. The recipient of the complaint (including individual Board members) shall notify the Board Chair, Chancellor and/or College legal counsel of the complaint, who shall notify all Board members.
 - b. The Board shall determine in consultation with the Chancellor and College legal counsel whether the allegations, if accurate, would constitute a violation of applicable law, College policy, or any other applicable standards of conduct or performance.
 - c. If the alleged conduct would qualify as such a violation, the Board shall determine in consultation with the Chancellor and College legal counsel