

**PALO ALTO COLLEGE
COLLEGE PROCEDURE**

Procedure Number: A 21.0
Procedure Title: Complaint Management Process
Relevant Board Policy: [D.5.6 Employee Suggestion Plan Incentive Program](#)
Relevant Board Procedure: [D.5.6.1 Alamo Ideas Suggestion Program](#)
Originating Unit: President's Office
Maintenance Unit: President's Office

I. Purpose: To provide a process for managing complaints at Palo Alto College through various mechanisms available to all stakeholders.

II. Procedure Statement:

A. The President's Suggestion Box is a response management and improvement system whereby students, staff, faculty and other stakeholders can make suggestions for improvement to college processes and facilities that impact stakeholders.

1. Suggestions submitted through the Suggestion Box are received by the President's Office.
2. The President's Office compiles and presents the suggestions at the monthly President and Vice President's meeting.
3. If the suggestion requires an immediate response, it is forwarded to the appropriate VP or Dean for response to the stakeholder and progress or status is reported at the President/VP meeting.

B. The One-Minute Student Satisfaction Survey is a response management and improvement system used to measure student satisfaction at points of transaction between students and staff.

1. At every interaction with staff and college personnel, students have the opportunity to complete a one-minute satisfaction survey (see attachment).
2. Results are reviewed by the respective Coordinator/Director and improvement is implemented where appropriate.

Attachments:

One-Minute Satisfaction Survey (sample)

Issued: January 29, 2011

Approved: Ana M. Guzman
President