Allegany College of Maryland

GUIDELINES FOR PUBLIC COMMENTS

As an educational institution engaged in continuous and systematic evaluation for improvement, Allegany College of Maryland welcomes comments, suggestions, ideas, and constructive criticism from current and prospective students, employees, community members, and other persons affiliated with the College. Individuals in the community who do not have a formal affiliation with the institution or any particular program are also encouraged to provide feedback. Comments should be submitted in accordance with established protocol, as noted here.

Any person with a comment, suggestion, idea, or constructive criticism about the College, its services or programs, shall schedule a time to meet and discuss the issue with the appropriate College official, or the comment, suggestion, idea, or constructive criticism can be placed in writing and directed to the appropriate College official. The College official will identify the nature of the issue(s) to assess what action, if any, is needed. If those who have submitted comments, suggestions, ideas, or constructive criticism feel their issue has not been addressed, they are encouraged to speak with the immediate supervisor. At this stage, the supervisor shall require a detailed written account from both parties and shall identify the nature of the issue(s) to assess what action, if any, is needed.

The supervisor’s findings and actions shall be communicated, as privacy laws permit, to the person who brought forth the comment, suggestion, idea, or constructive criticism. In the event that persons bringing forth comments, suggestions, ideas, and constructive criticism as part of this process are dissatisfied with the findings and actions, they may request consideration through additional supervisors of the College official through to the President. The President’s decision is final. All findings and actions shall be internally documented, including justification for the finding and action taken. The appropriate supervisory chain-of-command is expected to be followed.

Anonymous submissions will not be acknowledged nor considered.

It should be noted that Allegany College of Maryland has several internal grievance policies and procedures, each of which manages specific types of issues. Students with a grievance related to credit classes (eg., grades, dismissal from programs) shall utilize the College’s academic grievance procedure which can be found in the Procedure for Addressing Concern(s) Regarding a Faculty Member. Students who have been denied a campus service (eg., child care, financial aid termination) shall utilize the College’s Procedure for Appealing Denial of College Services. Employee grievances (eg., dissatisfaction with the application, interpretation or alleged violation of any current College policy, regulation or procedure) shall utilize the Employee Grievance Policy (HR #05.003.01). Allegations of student misconduct shall be resolved using the Code of Student Conduct. Complaints which are not covered by one of these policies shall be managed using the Grievance Policy for All College Constituents.