



# CMI

**College of the Marshall Islands**

Accredited by the Western Association of Schools and Colleges

P.O. Box 1258  
Uluga Campus  
Majuro, Marshall Islands, MH 96960

Tel: (692) 625-3394/3291/4931  
Fax: (692) 625-7203  
Email: [bor.regents@cmi.edu](mailto:bor.regents@cmi.edu)

# CMI POLICY NO. 612

## Public Complaints

Status:	Active
Effective Date:	December 5, 2023
Approval Date:	December 5, 2023
Steward:	Board of Regents
Approval Authority:	Board of Regents

### Policy Statement

In line with its vision to become a model educational center for the nation, the College of the Marshall Islands values comments, concerns, and complaints regarding the institution's performance that come from the community it serves.

### Reason for the Policy

This policy outlines how the college addresses complaints from the community.

### Definitions

#### Public Complaints

Public complaints are those initiated by members of the community who are neither students nor employees of the College of the Marshall Islands. The college has separate policies and processes in place to address the complaints

#### Informal Complaints

Verbal or emailed complaints and comments that do not make use of the Public Complaint Form are considered to be informal

#### Formal Complaints

A formal complaint is a written grievance that is made using the Public Complaint Form.



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## Statements of Elaboration of Policy

### Non-Retaliation

No student or employee of the college may be retaliated against because of their relationship with a member of the external community who has filed a public complaint, regardless of the outcome of the complaint. In addition, no applicant for admission or employment be denied for having previously submitted a public complaint, unless that complaint was clearly not filed in good faith.

### Confidentiality

Complaints and their resolutions will only be shared with relevant employees. Complaints may only be made public with permission from the complainant and at the discretion of the president.

## Cross References to Related Policies and Regulations

Internal Stakeholders should use the appropriate complaint procedure under Policy 312: General Student Complaints; Policy 348: Title IX, Policy 361: Grades and Grading, or Human Resources Policy and Procedure Handbook 4.4: Grievance Resolution.

## Responsible Officer

President

## Key Offices to Contact Regarding the Policy and its Implementation

Community Liaison and Protocol Officer





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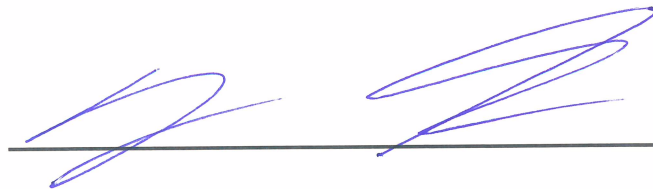
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## Procedures

1. Informal complaints should be addressed to an appropriate college employee with responsibility for the area of concern.
2. If the individual to whom an informal complaint is made cannot resolve it, the complaint will be forwarded to an administrator with responsibility for the area of concern, who will seek to resolve the issue.
3. Formal complaints should be submitted to the Community Liaison and Protocol Officer using the Public Complaint Form.
4. The CLPO will forward the formal complaint to the member of the Senior Leadership Team responsible for the relevant area, or if the complaint involves alleged misconduct on the part of the relevant member of Senior Leadership, to the President.
5. The SLT member receiving the complaint will address the issue and provide a response to the complainant, unless the complaint has been made anonymously. Anonymous complaints will not receive a response. A record of the response will also be provided to CLPO.
6. A record of formal complaints and resolutions shall be maintained for a period eight years by the CLPO.
7. If the complainant is unhappy with the response received, they may ask the CLPO to forward the complaint to the President who will provide a further response as appropriate.

**Date of Initial Policy:**

**Date(s) of Any Revisions:**



**Dr. Elizabeth Switaj, Interim President**

*December 5, 2023*

**Date**