



Policy Title: Facilities Safety Concerns and Complaints
Document #: 3605
Effective Date: 10/27/22
Category: Facilities Use and Management
Responsible Office: Facilities

This policy applies to: Employees, Affiliated Entity Employees, Students

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Summary:

The College provides an environment that is safe and reasonably comfortable. Safety concerns and complaints will be responded to in an efficient manner consistent with applicable regulations and laws.

Policy:

Concerns and complaints involving facility safety will be timely investigated to determine the cause, evaluate potential risks, and develop strategies to rectify the situation.

Definitions:

Affiliated Entity: Per the Board of Trustees Policy Manual Section 9.1 - 9.3, the purpose, relationship, responsibility and agreements between the SUNY Adirondack Foundation, Faculty-Student Association and the Adirondack Housing Association, are outlined.

College. Use of this term explicitly refers to Adirondack Community College and/or the College's legal acceptable short name, SUNY Adirondack.



Other Related Information:

Emergency Guidebook

[N:/Policies, Processes, Procedures and Guidelines/Public Safety and Emergency Management Emergency Guidebook.pdf](#)

Processes and Procedures:

Reporting:

Emergencies related to facilities should be reported immediately to the SUNY Adirondack Office of Public Safety at 518-743-7233 (SAFE) or to 911. The Emergency Guidebook provides examples of emergency situations. Examples include fire, hazmat spill, suspicious package, explosion, etc.

A non-emergency facility concern or complaint should be done as soon as practical after discovery of the issue. The reporting individual should complete the Facility Safety Concerns and Complaints Form and submit to the Office of Facilities. Notification may also be done by telephone to the Facilities Office [518-743-2200 ext. 2246], e-mail, or work order. Facilities staff would then complete the form on behalf of the individual. No employee shall be retaliated against for initiating a concern or complaint. The person submitting the concern or complaint may remain anonymous if so desired. Individuals wishing to remain anonymous should make this known in the initial communication.

Investigation:

1. The concern/complaint may be investigated by a single department (e.g. Facilities/Maintenance). Facilities/maintenance staff are responsible for evaluating the building's mechanical systems. A team approach for the investigation may be taken involving other departments/governmental entities/expert resources if the concern/complaint is complex or the cause(s) is/are unknown.

2. Facilities staff will utilize a standard operating procedure to conduct the investigation. Other data collection tools may also be used at the discretion of the investigator.

Resolution:

1. Upon completion of the investigation, a corrective action will be recommended, as necessary.

2. Facilities will communicate the results of the investigation to the person(s) who initiated the complaint, if known.

Recordkeeping:

Appropriate Facilities staff will document all concern/complaint investigations and maintain the records for three years.

Forms:

Facility Safety Concerns and Complaints Form

[N:/Forms and Applications/Facilities/Facility Safety Concerns and Complaints Form](#)

**Authority:**

Authority to Approve: Vice President of Administrative Affairs and Treasurer
Responsible for Oversight: Director of Facilities

History:

This is the first Facilities Safety Concerns and Complaints policy. This policy was approved by the President on 10/13/22.

Review:

Annually in November.

Appendices:

None.
