

PROCEDURE

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PURPOSE AND INTENT:

To establish a procedure for filing and processing student complaints. For purposes of this Procedure, a “complaint” is defined as a matter for which a path to resolution, or right to appeal or file a grievance, is not otherwise provided to the student in BOT rule and/or College procedure. For example, a “complaint” under this Procedure can range from an experience with or treatment by a College employee to a matter relating to College facilities (e.g., buildings, parking lots), academics (e.g., classroom issues, library/learning support), student services (e.g., advising, student activities) or auxiliary services (e.g., bookstore, cafeteria).

- I. To lodge a complaint as defined specifically for this Procedure, the student will utilize the “student complaint” website and complete the online form. For students who are not able to utilize the website, a College employee may submit the form on the student’s behalf as an accommodation.
- II. Resolution and Notice to Student
 - A. Complaints submitted via the student complaint website are routed to the appropriate College or campus department for processing and for assurance of ultimate resolution. The student will receive confirmation that their complaint was received within 1 business day (not counting days the College is closed).
 - B. The department supervisor or designee addressing the complaint will:
 1. Conduct a thorough review of the complaint, seeking clarifications as needed
 2. Share findings and resolution with the student within 3 business days of the completion of the department supervisor or designee’s review. However, for department reviews that require more than 3 business days to adequately process the complaint, the department supervisor or designee will inform the student of the

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extended time needed for processing, and will provide an estimated date of conclusion. Findings and resolution shall include a summary of issues, as well as any decision or anticipated action that may be deemed appropriate or necessary.

- C. Direct resolution is strongly encouraged; therefore, there may be times when the department supervisor or designee will ask the staff or faculty member directly involved to meet with the student to seek a resolution. If a resolution does not result from this initial effort, the complaint is further processed by the department supervisor, and/or other department administrators as may be appropriate.
- D. The College administrator who ultimately concludes this review process will provide the student notice of the outcome of the review in writing. The department supervisor or designee who first received the complaint will assure that resolution is appropriately noted in the College's Online Complaint System.
- E. The resolution delivered to the student by the College administrator under "D" above is considered final.

History: Adopted – 5/1/13. Filed – 5/1/13. Effective – 5/1/13.