

Section: Complaints

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Sponsoring Unit/Department: Chief of Staff

Complaints

A complaint is a request for assistance with a problem, conflict, concern, or issue that negatively impacts students, employees, the community and/or the College. If the complaint is not a violation of policy, law or standard practice guideline, the College's Office of Dispute Resolution ("ODR") will assist the complainant in resolving the issue with the appropriate College resource, employee or employee group (i.e., employee relations, supervisor, campus designated contact person).

The College encourages the informal resolution of complaints whenever possible.

The informal resolution process may include direct interaction among the individuals involved, a conversation facilitated by a higher level supervisor, or a conversation facilitated through Employee Relations.

However, when a complaint cannot be resolved informally or using an alternative dispute resolution process such as mediation, the College provides for a formal review to resolve the matter.

The College established ODR to receive complaints and to either handle them directly or refer them to a more appropriate process. ODR is also responsible for receiving grievances and managing the grievance process.

- If the complaint demonstrates a violation, or potential violation of policy or standard practice guidelines, ODR will begin a formal resolution process. This process could include investigation and/or coordination with appropriate College contacts. [View ODR procedure.](#)
- Substantive changes to the complaint procedures involving employees will be referred to the AERC process.
- If you would like to file a complaint regarding sex or gender discrimination that rises to the level of a Title IX concern, a different complaint process will be followed. Please refer to the Administrative Procedure (AP) 02.03.01, Discrimination, Harassment, and Retaliation - Prevention and Complaint Procedures.