

Section: Complaints

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Sponsoring Unit/Department: Chief of Staff

Complaints

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 the alternative dispute resolution process called mediation, the College provides for a formal review to resolve the matter.

The College has established an Office of Dispute Resolution (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.

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. View [complaint procedure](#).

- If the complaint is not a violation of policy, law or standard practice guideline, 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).
- If the complaint demonstrates a violation, or potential violation of policy or standard practice guideline, ODR will begin a formal resolution process. This process could include investigation and/or coordination with appropriate College contacts.
- Substantial changes to the complaint procedures will be referred to the AERC.

View [Dispute Resolution Website](#)