

COMMUNITY COLLEGE OF VERMONT

COMPLAINT RESOLUTION POLICY

September 3, 2009
Updated April 10, 2014

See also:

*VSC Policy 311 Non-Discrimination
and Prevention of Harassment and
Related Unprofessional Conduct
Disabilities Compliance Policy
Service Animal Policy*

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POLICY

CCV believes that all members of its community are entitled to the right to notice and the right to be heard. CCV Staff members must refer to the VSC Personnel Handbook for specific complaint resolution procedures.

PROCEDURES

Informal Resolution

1. All members of the CCV Community are encouraged to resolve complaints informally first, most commonly by discussing the complaint with a faculty member, coordinator of academic services or their hiring supervisor.
2. If a CCV constituent feels that the informal process has not reached a satisfactory resolution, s/he may pursue resolution in one of the ways outlined below. If a CCV constituent is unsure of whom to contact in case of a complaint, s/he is encouraged to contact one of the appropriate, above mentioned, persons for clarification.

Formal Resolution

1. Academic Complaints
Complaints regarding academic issues must be submitted in writing within 60 days of the incident to the office of the academic dean. The academic dean will review the complaint, conduct an investigation, and respond in writing to the complainant within 30 days. The decision of the academic dean is final.
2. Administrative Complaints
Complaints regarding administrative issues must be submitted in writing within 60 days of the incident to the office of the appropriate academic center executive director. The executive director will review the complaint, conduct an investigation, and respond in writing to the complainant within 30 days. The decision of the executive director is final.

3. Termination of Enrollment or Employment

- a. In instances where a student is appealing involuntary termination of enrollment for administrative reasons, a student who feels that a satisfactory resolution has not been reached may appeal in writing to the dean of students or his/her designee who may, at her/his discretion, either hear the appeal him/herself or convene a hearing panel of three persons--a current student, a coordinator of academic services, and an additional administrator--to hear the appeal. The hearing panel will review the appeal and respond in writing within 14 days of the hearing.
- b. In instances where a faculty member is appealing involuntary termination of employment while under contract and who feels that a satisfactory resolution has not been reached, s/he may appeal in writing to the academic dean who may, at his/her discretion, either hear the appeal him/herself or convene a hearing panel of three persons--a current faculty member, a coordinator of academic services, and an additional administrator--to hear the appeal. The hearing panel will review the appeal and respond in writing within 14 days of the hearing.

Other Complaints

1. Disability Complaints

- a. For complaints regarding an ADA related issue, a student or faculty member is strongly encouraged to discuss the complaint with a coordinator of academic services.
- b. If the student or faculty member feels that a satisfactory resolution has not been reached, or the complainant is a staff member, s/he may appeal in writing to the Americans with Disabilities Act compliance officer/504 coordinator. Complaints must be submitted in writing within 60 days of the incident to the office of the Americans with Disabilities Act compliance officer/504 coordinator who will review the complaint, conduct an investigation, and respond in writing to the complainant within 30 days. The decision of the Americans with Disabilities Act compliance officer/504 coordinator is final.

2. Discrimination and/or Harassment Complaints

- a. Students or faculty who have concerns about perceived discrimination, harassment, retaliation, or related unprofessional conduct are encouraged to report their concerns as soon as possible. See VSC Policy 311 Non-Discrimination and Prevention of Harassment and Related Unprofessional Conduct for policy and procedures.
- b. For complaints regarding discrimination and/or harassment, a student or faculty member is strongly encouraged to discuss the complaint with a designated

- c. contact person at his/her academic center or the College's Policy 311 coordinator.
- d. If the student or faculty member feels that a satisfactory resolution has not been reached, s/he may appeal in writing to the equity officer/Title IX coordinator. The appeal must be submitted in writing within 180 days of the incident to the office of the equity officer/Title IX coordinator who will review the complaint, conduct an investigation, and respond in writing to the complainant within 30 days. The decision of the equity officer/Title IX coordinator is final.

An individual, at any time permitted under state or federal law, may elect to file a complaint with the Equal Employment Opportunity Commission, the United States Department of Education Office for Civil Rights, the Office of the Vermont Attorney General, the Vermont Human Rights Commission, or any other entity charged with receiving complaints of discrimination, harassment and related unprofessional conduct. The Vermont Agency of Education also provides guidance on filing complaints against post-secondary institutions and the appropriate referrals.