

# COMMUNITY COLLEGE OF VERMONT

## COMPLAINT RESOLUTION POLICY

*See also:*

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

**September 3, 2009**

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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 should refer to the VSC Personnel Handbook for specific complaint resolution procedures. CCV faculty who are part of the bargaining unit should refer to the timelines and requirements specified in the CCV United Faculty Agreement. All other faculty and students should follow the procedures outlined in this policy.

### **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 student advising, coordinator of teaching and learning, or their supervisor.
2. If a CCV constituent feels that the informal process has not reached a satisfactory resolution, they 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, or need assistance in filing a complaint, they are encouraged to contact one of the appropriate, above mentioned, persons for clarification or they may email CCV Human Resources at [ccvhr@ccv.edu](mailto:ccvhr@ccv.edu).

#### Formal Resolution

1. Academic Complaints

Complaints regarding academic issues, such as appeals related to coursework and grades, must be submitted in writing along with supporting documentation within 60 days of the incident to the office of the academic dean by email at [academicdean@ccv.edu](mailto:academicdean@ccv.edu). The academic dean will review the complaint, conduct an investigation, and respond in writing to the complainant within 45 days. The decision of the academic dean is final.

2. Administrative Complaints

Complaints regarding administrative issues must be submitted in writing within 30 days of the incident to the office of the appropriate senior director. The senior director may redirect the complaint to another appropriate CCV administrator. The senior director (or appropriate CCV administrator) will review the complaint, conduct an investigation, and respond in writing to the complainant within 45 days. The decision of the senior director (or other appropriate administrator) is final.

3. Termination of Employment

For Faculty: For complaints regarding involuntary termination of employment while under contract, faculty who are not unit members of CCV United Faculty may appeal in writing within 30 days of the termination to the academic dean's office. The academic dean in consultation with Human Resources will review the complaint, conduct an investigation, and respond in writing to the complainant within 45 days. The decision of the academic dean is final.

Full and part-time staff are covered by the VSC personnel handbook.

4. Drop/Add and Refund Policy

If a qualifying life event occurs and a student wishes to request an exemption to the Drop/Add and Refund Policy, a student must submit a CCV bill waiver request by using the [Bill Waiver Request Form](#) along with supporting documentation within 60 days of the life event. Students are only eligible for one bill waiver approval during their time at CCV.

If supporting documentation demonstrates that a life event has significantly impacted a student's ability to continue their studies during the semester and was not known to the student at the start of the semester or course the College will consider the request. As part of the consideration, the College may evaluate additional information, including a review of communications between the College and the student, financial aid and scholarship status, and academic standing.

Decisions on request(s) will be made by an appeal committee consisting of one representative of financial aid, one representative of student accounts, and one senior director. The committee may waive up to 100% of a student's tuition bill, as funds are available. Administrative fees will not be waived. The appeal committee will respond in writing to the complainant within 45 days. The decision of the appeal committee is final.

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 an accessibility coordinator.

- b. If the student or faculty member feels that a satisfactory resolution has not been reached, or the complainant is a staff member, they 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 45 days. The decision of the Americans with Disabilities Act compliance officer/504 coordinator is final.

2. Discrimination and/or Harassment Complaints

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.

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.