

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 eligible to be members of the Union 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 hiring 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, they are 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 regional director. The regional director

will review the complaint, conduct an investigation, and respond in writing to the complainant within 30 days. The decision of the regional director is final.

3. Termination of Employment

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 60 days of the termination to the academic dean's office. 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.

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 student advising or coordinator of teaching and learning.
- 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 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 contact person at their academic center or the College's Policy 311 coordinator.
- c. If the student or faculty member feels that a satisfactory resolution has not been reached, they 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.