

COMMUNITY COLLEGE OF VERMONT

COMPLAINT RESOLUTION POLICY

See also:

*VSC Policy 311 Non-Discrimination
and Prevention of Harassment and
Related Unprofessional Conduct*

September 3, 2009

Page 1 of 2

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 30 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 30 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, informing the student, executive director, and the dean of students of its recommendation.
- 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. Disabilities and Discrimination Issues

- a. For complaints regarding discrimination or 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 Equity Officer/Title IX Coordinator (for issues of discrimination) or the Americans with Disabilities Act Compliance Officer/504 Coordinator (for ADA related issues) must be submitted in writing within 30 days of the incident to the office of the Equity Officer/Title IX Coordinator or 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 Coordinator or Americans with Disabilities Act Compliance Officer/Coordinator is final.

2. Non-discrimination and Prevention of Harassment and Related Unprofessional Conduct

See *VSC Policy 311 Non-Discrimination and Prevention of Harassment and Related Unprofessional Conduct* for policy and procedures.