

Continued from front of this page: WHAT HAPPENED? PLEASE USE THIS SECTION TO CONTINUE YOUR REPORT

**TO BE COMPLETED BY THE APPROPRIATE RESPONDING DEPARTMENT CHAIR OR SUPERVISOR/
ADMINISTRATOR:**

Please complete this portion and report the action taken to the Office of the Vice President of Student Services. Please send the original to the VPSS and maintain a copy for your file. You may provide a separate written report.

ACTION TAKEN:

YOUR NAME: _____ **POSITION:** _____

SIGNATURE: _____ **DATE:** _____



GUIDELINES FOR COMPLAINTS

- The complainant will first attempt to resolve the complaint with the person or group directly involved in the issue.
- If the issue is not resolved, the complainant will meet with the appropriate supervisor (for example dept. chair, coordinator, or director).
- The complainant or the supervisor will document complaint by completing the Complaint Form (page 1 of this document).
- The supervisor shall hear both parties and seek to resolve the matter.
- After the complaint has been addressed, the supervisor will document it by notifying the complainant.
- If the issue is not resolved at the department level, the complainant will meet with the supervisor's supervisor (for example, Division Chair, dean) who will seek to resolve the matter or inform the individual of the formal grievance process. If the complainant wishes to file a **formal grievance**, he/she must inform the appropriate supervisor (division chair, dean etc.) and documentation including the completed Complaint Form must be submitted to the Vice President of Student Services who will review and ensure the appropriate administrator addresses the grievance.
- The District Policy on Academic Grievance is contained in the College Catalog.