



Blue Mountain Community College *Administrative Procedure*

Procedure Title: Complaint Process
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Board Policy Reference: I.D.

Accountable Administrator: Vice President of Student Affairs
Position responsible for updating: AVP, Student Affairs
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Purpose/Principle/Definition:

The College recognizes that disputes may sometimes arise and requires the parties involved to resolve the conflict informally whenever possible. If resolution cannot be reached informally, a formal complaint process will be provided in order to assure impartial and equitable resolution for those conflicts. Any individual that feels they have been treated unfairly will have the ability to present their concerns and has the right to be heard fairly and promptly.

This complaint process may not be invoked for matters that have independent appeal processes established. Examples of these include, but are not limited to academic standing appeals, student conduct decisions, FERPA regulations, financial aid awarding and decisions, grades, Title IX regulations, discrimination and harassment policies/procedures, and safety related activity.

Matters which are not grievable through the informal or formal complaint process include the following:

1. Federal and State laws
2. Employment and personnel decisions
3. Policies of the Board of Education
4. Rules and procedures adopted by the department of Community Colleges and Workforce Development
5. Procedures for filing a formal complaint: (After efforts to resolve informally have been exhausted.)

Informal Complaint Guidelines:

It is the intent of the College to solve problems and address all complaints as close as possible to their origin. Any individual who wishes to express a complaint should first attempt to discuss the matter with the college employee involved. If unable to resolve a problem or concern directly with the employee involved, the complainant should then work with the immediate supervisor/administrator to resolve the complaint or concern.

Formal Complaint Guidelines:

The formal complaint process may be utilized after all efforts to resolve informally have been exhausted. All formal complaints must be made in writing with the approved BMCC Formal Complaint form and process. Formal complaints are to be submitted to the appropriate college employee for resolution as follows:

1. Complaints that are instructional in nature are subject to the provisions set forth in the BMCC Faculty Collective Bargained Agreement and as follows:

- Complaints about a faculty member will be submitted to the Office of Instruction to determine the appropriate course of action.
- Complaints about other issues related to instruction (with the exception of those items with independent appeal processes or that are not grievable) will be submitted to the Office of Instruction for appropriate follow up and resolution.
- Decisions rendered by the Vice President of Instruction are considered final.

Note: Refer to the Faculty Collective Bargained Agreement for informal complaint procedures.

2. For complaints that are non-instructional in nature, the following applies:

- Complaints about a non-instructional staff member should be first submitted to the employee's immediate supervisor, Director or Associate Vice President.
- Complaints about college policies, procedures, processes or services should be submitted to the Office of Student Affairs for appropriate follow up and resolution.
- Unresolved issues or decisions resulting from the above may be appealed with the Vice President of Student Affairs for resolution. Decisions rendered by the Vice President are considered final.

Complaints should be filed as soon as possible or no more than 90 days after the incident occurs. Confirmation that a complaint has been received and is being considered will take place within five regular business days by an appointed College designee via the complainant's preferred contact information. Documentation of all formal complaints will be maintained by the Office of Student Affairs.

Form: BMCC Formal Complaint

Website link: <http://www.bluecc.edu/support-services/information/student-complaint-process>