

Complaint Procedure	Procedure Number	9.7P
	Effective Date	September 22, 2014

1.0 PURPOSE

In accordance with Board Policy 9.7 Complaint the purpose of the Complaint Procedure is to effectively address and resolve non-employment based complaints from students and other constituencies in a systematic and timely manner and document complaint information for analyzing patterns that can inform future improvements of institutional programs, processes, and services.

See also [Instructional Grievance Procedure No. 6410](#) and/or [Grievance Procedure for a Contested Grade No. 6415](#) and the Student Handbook at <http://www.lccc.wy.edu/life/handbook/index.aspx>.

2.0 REVISION HISTORY

Adopted on: 9/22/14

3.0 PERSONS AFFECTED

All College employees, students, stakeholders and visitors are subject to the provisions of this procedure.


4.0 DEFINITIONS

- A. *Complaint* – A grievable offense is any alleged action that violates or inequitably applies written College policies or procedures.
- B. *Complaint Administrators* – One (1) representative from Academic Affairs and one (1) representative from Student Services, who will initially review complaints when logged into *Maxient* to determine if complaint is a valid, formal complaint
- C. *Constituencies* – A student, client, volunteer, or community member or other stakeholder connected to Laramie County Community College
- D. *Formal Complaint* – A written complaint relating to LCCC policies and procedures that is documented by the institution for resolution
- E. *Informal Complaint* – The Complainant is encouraged to resolve the issue with the supervisor of the area where the complaint originated. While the Complainant is encouraged to use the informal process, he/she may at any time elect to engage the formal complaint process.

5.0 PROCEDURES

- A. Making a Complaint
 - 1) An informal complaint may be made at any time by any stakeholder.
 - a. Informal academic complaints are accomplished by following Instructional Grievance Procedure No. 6410 and/or Grievance Procedure for a Contested Grade No. 6415.

- b. Students may speak with the Dean of Students to lodge an informal complaint.
 - c. All other complaints may be accomplished by speaking to the supervisor of the area where complainant received the grievable offense.
- 2) A formal complaint may be made in person, via the phone or email, or through the online complaint form located on the LCCC website at https://publicdocs.maxient.com/reportingform.php?LaramieCountyCC&layout_id=2. The complaint form will feed into the *Maxient* database system. Complaints will be automatically routed to the correct office via email.
- a. A complaint should be brought to the formal state within 30 calendar days of the date the grievant knew or reasonably should have known about the action. (See Policy 6.3 and Procedure 6.3P Sexual Misconduct <http://policies.lccc.wy.edu/6.shtml> for Title IX compliance.)
 - b. If an LCCC employee receives a complaint via phone, email or in person, the employee will log the complaint in the *Maxient* database system.
 - c. Formal complaints may be accomplished by following Instructional Grievance Procedure No. 6410 and/or Grievance Procedure for a Contested Grade No. 6415.
- B. Responding to a Complaint
- 1) Complaints will be warehoused within the *Maxient* database and routed automatically to the Complaint Administrators. Complaints will be assessed weekly. Complaints determined not to be formal ones will be resolved in the Academic Affairs or Student Services Offices or routed to the following areas for resolution and documentation:
- a. Academic Affairs Special Assistant to the Vice President
 - b. Assistant to the President
 - c. Institutional Advancement Associate Vice President
 - d. Dean of Students
 - e. Physical Plant Director
 - f. Administration and Finance Vice President
- 2) The above offices will have 60 days to resolve all complaints (including appeals) and document within the *Maxient* system.
- a. Complainants will be notified of the outcome of their complaints as follows:
 - i. Students will be notified via their official LCCC email and by certified mail.
 - ii. Stakeholders will be notified via email (if on file) and by certified mail.
- 3) Academic Appeals are available through [Academic Appeals Procedure No. 2.16P](#). Student conduct appeals are available through [Student Code of Conduct Procedure No. 3.16P](#).
- C. Assessment and Continuous Improvement
- 1) All complaints will be tracked via the *Maxient* system. Complaint trends will be assessed on an ongoing basis. Institutional Effectiveness staff will annually conduct a formal assessment of complaints that includes analysis of patterns that can inform continuous improvement of institutional policies, procedures, and services. When possible, data-related patterns will be compared with peer institutions. An annual report of findings and actions will be presented to President's Cabinet.
- D. Training
- 1) Faculty and staff will be trained annually to take and document complaints.
- 2) The six complaint offices will be trained annually on updates to the policy and procedures as well as any changes to the *Maxient* database system and collection.

REQUIRED APPROVALS	NAME/SIGNATURE	DATE
Originator(s) Name(s)	James Miller, Special Assistant, Vice President of Academic Affairs Jill Koslosky, Dean of Students	8/5/14
Approval by President's Cabinet		9/17/14
Ratified by College Council	Chad Marley, College Council Co-chair	9/22/14
Approval by President (Signature)		9/22/14