Any person (student, faculty, or staff) who has a complaint against a College employee must be able to communicate the complaint with confidence that it will be heard and acted upon appropriately – without risk of retaliation. Any person with a complaint about how an employee has conducted himself/herself in word or deed in his/her capacity as an employee of the College shall schedule a time to meet and discuss the complaint/concern with the particular employee. Informal resolution of concerns is permitted at this stage. If, however, the person does not feel his/her complaint has been redressed OR feels uncomfortable speaking privately with the employee, s/he should speak with the employee’s immediate supervisor or appropriate College official. The supervisor/official shall request a written account of the incident(s) and then identify the nature of the complaint to assess what action is needed.

**OPTIONS THAT MUST BE CONSIDERED INCLUDE**

- **notification** of the employee about whom the complaint is made;
- the possibility of misinformation or **miscommunication**;
- **review** of existing college policy/ies (eg., academic grievance, sexual harassment, etc.) with immediate referral to the designated College official;
- **consultation** with / referral to Student & Legal Affairs if legal implications exist;
- a meeting with the employee about whom the complaint is made;
- a mediated/facilitated meeting with the complainant and the employee;
- further investigation by the supervisor;
- no action because the complaint has no basis in fact, insufficient information is available, the matter has otherwise been resolved, or the employee acted correctly (which should be explained to the complainant); and
- discipline of the employee if warranted. (See the Employee Handbook’s disciplinary policy for details on this process.)

The Official’s finding(s)/action(s) shall be communicated – as privacy laws permit – to the complainant in writing. If the complainant is dissatisfied with the outcome, s/he may take the complaint to that person’s supervisor and so on. The President’s decision is final. All actions and/or findings shall be internally documented, including justification; however only disciplinary findings shall be noted in the employee’s personnel file.

Approved Board of Trustees Summer 2007
Non-Substantive Revisions Summer 2008