

COMPLAINT PROCESS FOR FACULTY + STAFF

The following is a list of the contacts identified in the various sections of this document, along with their names and email addresses.

Associate Provost	Nicole Leshner	nlesher@lcad.edu
Coordinator for Students with Disabilities	Lisa Villanueva	lvillanueva@lcad.edu
Human Resources	Caroline Carlson	hr@lcad.edu
Provost	Hélène Garrison	hgarrison@lcad.edu
Title IX Coordinator	Chris Brown	cbrown@lcad.edu
VP of Enrollment Management	Chris Brown	cbrown@lcad.edu

COMPLAINT PROCESS FOR FACULTY + STAFF

TYPE OF COMPLAINT	COMPLAINT FLOW—RESPONSIBLE ENTITIES
<p>FROM: Student</p> <p>ABOUT: Faculty Member, Chair or Assistant Chair</p> <p>TOPIC: Academic Issue</p>	<p>INTAKE BY: Academic Department Chair or Associate Provost if complaint is about the chair</p> <p>INVESTIGATED BY: Chair and/or Provost’s Office <i>NOTE: Associate Provost will communicate with Coordinator for Students with Disabilities and other support resources whenever necessary.</i></p> <p>RESOLUTION COMMUNICATED TO STUDENT BY: Chair Associate Provost Coordinator for Students with Disabilities</p>
<p>FROM: Student</p> <p>ABOUT: Faculty Member, Chair or Assistant Chair</p> <p>TOPIC: Non-Academic Issue</p>	<p>INTAKE BY: Academic Department Chair or Associate Provost if complaint is about the chair</p> <p>INVESTIGATED BY: Chair and/or Provost’s Office <i>NOTE: Mediator may be utilized.</i></p> <p>RESOLUTION COMMUNICATED TO STUDENT BY: Chair Associate Provost Coordinator for Students with Disabilities</p>

TYPE OF COMPLAINT

COMPLAINT FLOW—RESPONSIBLE ENTITIES

FROM:

Student

ABOUT:

Staff Member

TOPIC:

Non-Academic Issue

INTAKE BY:

Human Resources

INVESTIGATED BY:

Human Resources

NOTE: Human Resources will communicate with staff's supervisor. Mediator may be utilized. Other support resources will be consulted when necessary.

RESOLUTION COMMUNICATED TO STUDENT BY:

Human Resources

FROM:

Student

ABOUT:

Student

TOPIC:

Code of Conduct Issues
(see Student Handbook)

INTAKE BY:

VP of Enrollment Management

INVESTIGATED BY:

Provost's Office and VP of Enrollment Management

NOTE: Chair of department is notified. Mediator may be utilized.

RESOLUTION COMMUNICATED TO STUDENT BY:

VP of Enrollment Management

TYPE OF COMPLAINT

COMPLAINT FLOW—RESPONSIBLE ENTITIES

FROM:

Student

ABOUT:

Staff Member

TOPIC:

Title IX

(sexual harassment, sexual violence)

All complaints will be handled by the Title IX Coordinator, who will work with Human Resources if faculty or staff are involved. Title IX legal requirements and processes will be applied. Chair will be notified in accordance with privacy laws.

TITLE IX PROCESS:

1. Coordinator receives complaint and interviews complainant
2. Coordinator interviews the respondent
3. Investigation is conducted by an investigator (not by the Coordinator) if complaint meets Title IX criteria
4. A hearing panel is formed composed of faculty, staff, and Human Resources.
5. Hearing panel hears the complaint and the defense in an open meeting with advocates (friend, faculty member, attorney) accompanying or representing both sides
6. Hearing panel determines the outcome of the complaint and notifies students in writing

RESOLUTION COMMUNICATED TO STUDENT BY:

VP of Enrollment Management and Title IX Coordinator
Human Resources

TYPE OF COMPLAINT

COMPLAINT FLOW—RESPONSIBLE ENTITIES

FROM:

Student

ABOUT:

Student

TOPIC:

Title IX

(sexual harassment, sexual violence)

All complaints will be handled by the Title IX Coordinator, who will work with a Hearing Panel composed of faculty, staff and student representatives. Chair will be notified in accordance with privacy laws.

TITLE IX PROCESS:

1. Coordinator receives complaint and interviews complainant.
2. Coordinator interviews the respondent
3. Investigation is conducted by an investigator (not by the Coordinator) if complaint meets Title IX criteria
4. A hearing panel is formed composed of faculty, staff, and students
5. Hearing panel hears the complaint and the defense in an open meeting with advocates (friend, faculty member, attorney) accompanying or representing both sides
6. Hearing panel determines the outcome of the complaint and notifies students in writing

RESOLUTION COMMUNICATED TO STUDENT BY:

VP of Enrollment Management and Title IX Coordinator
Human Resources

NOTE: An external mediator may be utilized to assist in conflict resolution. The chair of the student or faculty member's academic department will be notified about the complaints unless privacy laws apply.

TYPE OF COMPLAINT	COMPLAINT FLOW—RESPONSIBLE ENTITIES
<p>FROM: Staff Member</p> <p>ABOUT: Staff Member</p>	<p>INTAKE BY: Human Resources <i>NOTE: Staff member’s supervisor will be notified unless privacy laws apply.</i></p> <p>RESOLUTION COMMUNICATED BY: Human Resources <i>NOTE: Mediator may be utilized.</i></p>
<p>FROM: Staff Member</p> <p>ABOUT: Student</p> <p>TOPIC: All Complaints</p>	<p>INTAKE BY: Human Resources <i>NOTE: The student’s faculty chair will be notified unless privacy laws apply. Staff member’s supervisor will be notified as appropriate.</i></p> <p>RESOLUTION COMMUNICATED BY: Human Resources Associate Provost</p>
<p>FROM: Faculty Member, Chair or Assistant Chair</p> <p>ABOUT: Faculty Member, Chair or Assistant Chair</p> <p>TOPIC: Non-Academic Issue</p>	<p>INTAKE BY: Provost’s Office or Chair</p> <p>INVESTIGATION BY: Provost’s Office</p> <p>RESOLUTION COMMUNICATED BY: Provost Associate Provost Chair</p>

TYPE OF COMPLAINT

COMPLAINT FLOW—RESPONSIBLE ENTITIES

FROM:

**Faculty Member, Chair, or
Assistant Chair**

ABOUT:

Staff Member

TOPIC:

Non-Academic Issue

INTAKE BY:

Human Resources

INVESTIGATION BY:

Human Resources and Provost's Office

NOTE: Mediator may be utilized. Staff member's supervisor will be notified.

RESOLUTION COMMUNICATED BY:

Human Resources

FROM:

**Faculty Member, Chair or
Assistant Chair**

ABOUT:

Student
(Code of Conduct Issues)

INTAKE BY:

Provost's Office

INVESTIGATION BY:

VP Enrollment Management (Interim Dean of Students)
and Associate Provost (Code of Conduct)

RESOLUTION COMMUNICATED BY:

Provost
Associate Provost
VP of Enrollment Management