

# COMPLAINT PROCESS FOR STUDENTS

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 Lesher	<a href="mailto:nlesher@lcad.edu">nlesher@lcad.edu</a>
Coordinator for Students with Disabilities	Lisa Villanueva	<a href="mailto:lvillanueva@lcad.edu">lvillanueva@lcad.edu</a>
Human Resources	Caroline Carlson	<a href="mailto:hr@lcad.edu">hr@lcad.edu</a>
Provost	Hélène Garrison	<a href="mailto:hgarrison@lcad.edu">hgarrison@lcad.edu</a>
Title IX Coordinator	Chris Brown	<a href="mailto:cbrown@lcad.edu">cbrown@lcad.edu</a>
VP of Enrollment Management	Chris Brown	<a href="mailto:cbrown@lcad.edu">cbrown@lcad.edu</a>

*NOTE: Students may bring complaints to any staff or faculty member they trust. The person receiving the complaint will then forward it to the appropriate department or person for investigation and resolution.*

*Students should feel free to bring a concern to the Equity and Inclusion Council for support in the complaint process.*

*Chair of the academic department will be notified in accordance to privacy laws.*

# COMPLAINT PROCESS FOR STUDENTS

TYPE OF COMPLAINT	COMPLAINT FLOW—RESPONSIBLE ENTITIES
<p>FROM: <b>Student</b></p> <p>ABOUT: <b>Faculty Member, Chair or Assistant Chair</b></p> <p>TOPIC: <b>Academic Issue</b></p>	<p><b>INTAKE BY:</b> Academic Department Chair or Associate Provost if complaint is about the chair</p> <p><b>INVESTIGATED BY:</b> 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><b>RESOLUTION COMMUNICATED TO STUDENT BY:</b> Chair Associate Provost Coordinator for Students with Disabilities</p>
<p>FROM: <b>Student</b></p> <p>ABOUT: <b>Faculty Member, Chair or Assistant Chair</b></p> <p>TOPIC: <b>Non-Academic Issue</b></p>	<p><b>INTAKE BY:</b> Academic Department Chair or Associate Provost if complaint is about the chair</p> <p><b>INVESTIGATED BY:</b> Chair and/or Provost's Office <i>NOTE: Mediator may be utilized.</i></p> <p><b>RESOLUTION COMMUNICATED TO STUDENT BY:</b> 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  
(or Interim Dean of Students)

**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:

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:

VP of Enrollment Management and Title IX Coordinator

*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: <b>Staff Member</b></p> <p>ABOUT: <b>Student</b></p> <p>TOPIC: <b>All Complaints</b></p>	<p><b>INTAKE BY:</b> 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><b>RESOLUTION COMMUNICATED BY:</b> Human Resources Associate Provost</p>
<p>FROM: <b>Faculty Member, Chair or Assistant Chair</b></p> <p>ABOUT: <b>Student</b> (Code of Conduct Issues)</p>	<p><b>INTAKE BY:</b> Provost's Office</p> <p><b>INVESTIGATION BY:</b> VP Enrollment Management (Interim Dean of Students) and Associate Provost (Code of Conduct)</p> <p><b>RESOLUTION COMMUNICATED BY:</b> Human Resources Provost Associate Provost VP of Enrollment Management</p>
<p>FROM: <b>Student</b></p> <p>ABOUT: <b>Vendor</b></p> <p>TOPIC: <b>Other</b></p>	<p><b>INTAKE BY:</b> VP of Enrollment Management</p> <p><b>INVESTIGATION BY:</b> Human Resources, working with the vendor's contact on campus</p> <p><b>RESOLUTION COMMUNICATED BY:</b> VP of Enrollment Management</p>

TYPE OF COMPLAINT	COMPLAINT FLOW—RESPONSIBLE ENTITIES
<p>FROM: <b>Vendor</b></p> <p>ABOUT: <b>Faculty, Chair, Assistant Chair</b> <b>Staff</b> <b>Student</b></p>	<p><b>INTAKE BY:</b> Provost’s Office or Human Resources</p> <p><b>INVESTIGATION BY:</b> Human Resources and the staff contact for the vendor on campus for complaints involving faculty or staff. VP of Enrollment Management for complaints involving students.</p> <p><b>RESOLUTION COMMUNICATED BY:</b> Human Resources VP of Enrollment Management</p>
<p>FROM: <b>Student</b></p> <p>ABOUT: <b>Vendor</b></p> <p>TOPIC: <b>All Complaints</b></p>	<p><b>INTAKE BY:</b> VP of Enrollment Management</p> <p><b>INVESTIGATION BY:</b> Human Resources, working with the vendor’s contact on campus</p> <p><b>RESOLUTION COMMUNICATED BY:</b> VP of Enrollment Management</p>