

# 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.

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	Agnes Sanchez	<a href="mailto:asanchez@lcad.edu">asanchez@lcad.edu</a>
Dean of Strategic Initiatives Title IX Coordinator	Leo Rowland	<a href="mailto:lrowland@lcad.edu">lrowland@lcad.edu</a>

# COMPLAINT PROCESS FOR FACULTY + STAFF

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 Provost if complaint is about the chair</p> <p><b>INVESTIGATED BY:</b> Chair and/or Provost’s Office <i>NOTE: 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 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 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 Provost Coordinator for Students with Disabilities</p>

09.12.22

## TYPE OF COMPLAINT

## COMPLAINT FLOW—RESPONSIBLE ENTITIES

FROM:

**Student**

ABOUT:

**Staff Member**

TOPIC:

**Non-Academic Issue**

**INTAKE BY:**

Human Resources and Staff member's supervisor

**INVESTIGATED BY:**

Human Resources and Staff member's supervisor

**RESOLUTION COMMUNICATED TO STUDENT BY:**

Human Resources

FROM:

**Student**

ABOUT:

**Student**

TOPIC:

**Code of Conduct Issues**  
(see Student Handbook)

**INTAKE BY:**

Dean of Strategic Initiatives

**INVESTIGATED BY:**

Dean of Strategic Initiatives

**RESOLUTION COMMUNICATED TO STUDENT BY:**

Dean of Strategic Initiatives

09.12.22

## 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 Dean of Strategic Initiatives/ 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. LCAD receives complaint and determines whether complaint meets the criteria to be investigated as a potential Title IX violation.
2. If the complaint meets the Title IX criteria, the Dean of Strategic Initiatives/Title IX Coordinator and/or a designated investigator conducts an investigation and attempts to resolve the case informally.
3. If the case cannot be resolved informally, the complaint and investigation materials are forwarded to a hearing panel composed of faculty, staff, and Human Resources.
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:

Dean of Strategic Initiatives/Title IX Coordinator and 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.*

09.12.22

## 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 Dean of Strategic Initiatives/Title IX Coordinator who may also work with a hearing panel composed of faculty, staff, and student representatives. Title IX legal processes and requirements will be applied. Chair will be notified in accordance with privacy laws.

### TITLE IX PROCESS:

1. LCAD receives complaint and determines whether complaint meets the criteria to be investigated as a potential Title IX violation.
2. If the complaint meets the Title IX criteria, the Dean of Strategic Initiatives/Title IX Coordinator and/or a designated investigator conducts an investigation and attempts to resolve the case informally.
3. If the case cannot be resolved informally, the complaint and investigation materials are forwarded to a hearing panel.
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:

Hearing Panel

09.12.22

TYPE OF COMPLAINT	COMPLAINT FLOW—RESPONSIBLE ENTITIES
<p>FROM: <b>Staff Member</b></p> <p>ABOUT: <b>Staff Member</b></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: <b>Staff Member</b></p> <p>ABOUT: <b>Student</b></p> <p>TOPIC: <b>All Complaints</b></p>	<p>INTAKE BY: Dean of Strategic Initiatives/Title IX Coordinator <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: Dean of Strategic Initiatives/Title IX Coordinator</p>
<p>FROM: <b>Faculty Member, Chair or Assistant Chair</b></p> <p>ABOUT: <b>Faculty Member, Chair or Assistant Chair</b></p> <p>TOPIC: <b>Non-Academic Issue</b></p>	<p>INTAKE BY: Provost or Chair</p> <p>INVESTIGATION BY: Provost</p> <p>RESOLUTION COMMUNICATED BY: Provost Chair</p>

09.12.22

## 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**

**INTAKE BY:**

Provost's Office, Department Chair, or Dean of Strategic Initiatives/Title IX Coordinator

**INVESTIGATION BY:**

Provost's Office, Department Chair, or Dean of Strategic Initiatives/Title IX Coordinator

**RESOLUTION COMMUNICATED BY:**

Provost's Office, Department Chair, or Dean of Strategic Initiatives/Title IX Coordinator

09.12.22