

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.

Provost	Nicole Lesher	nlesher@lcad.edu
Coordinator for Students with Disabilities	Lisa Villanueva	lvillanueva@lcad.edu
Human Resources	Agnes Sanchez	asanchez@lcad.edu
Dean of Strategic Initiatives Title IX Coordinator	Leo Rowland	lrowland@lcad.edu

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.

09.12.22

COMPLAINT PROCESS FOR STUDENTS

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 Provost if complaint is about the chair</p> <p>INVESTIGATED BY: 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>RESOLUTION COMMUNICATED TO STUDENT BY: Chair 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 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 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

FROM:

Staff Member

ABOUT:

Student

TOPIC:

All Complaints

INTAKE BY:

Dean of Strategic Initiatives/Title IX Coordinator

NOTE: The student's faculty chair will be notified unless privacy laws apply. Staff member's supervisor will be notified as appropriate.

RESOLUTION COMMUNICATED BY:

Dean of Strategic Initiatives/Title IX Coordinator

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