This policy and procedure addresses the processing of complaints made to the Administrative Services Division. This policy will result in:

- Greater transparency and accuracy in addressing and resolving complaints made against any operation within the Administrative Services Division.
- Improved compliance with agreements and regulations.
- Compliance with Accreditation Standards. (Standards II.B.2, II.B.2.c, II.B.3.a, II.B.4).

Policy

The policy of the Administrative Services Division is that complaints received concerning any of the various departments or personnel in the exercise of their job functions:

- Afford an opportunity for service improvement.
- Shall be investigated in a fair and impartial manner without prejudice against the complainant, the department, or the employee(s) involved.
- Shall be investigated in a timely manner.
- At the conclusion of any investigation a Complaint Review Panel meeting shall be held between the Vice President, Associate Vice President, concerned Department Head, and one other Department Head from within the Division to review the complaint, any findings, and recommended actions.

Persons desiring to make a formal complaint are not to be discouraged from making the complaint. However, when a person is making a complaint in person it may be determined that a formal complaint is not necessary or unwarranted and that the individual hearing the complaint can immediately resolve the issue for the potential complainant.

This policy and procedure addresses only the complaints related documentation to fully meet the Standards, the college should ensure that records of complaints are routinely maintained as required by the Policy on Student and Public Complaints Against Institutions.

Complaint Process

Complaints may be accepted by any office of the Administrative Services Division, whether the complaint is being lodged against that department or any other department of the division.

- Persons desiring to file a complaint may be directed to file the complaint on-line using the ADMIN SERVICES COMPLAINT FORM.
    - Should the complainant not want to go on-line the individual receiving the complaint should do one of the following:
        1) Open the on-line form and ask the questions contained on the form to the complainant and complete the form, print out the completed form for the complainant or otherwise provide a copy of the complaint to the complainant.
        2) Print out the on-line form and give it to the complainant for the complainant to complete on their own time.
            - Should the complainant provide a written complaint using the on-line form it is the department heads responsibility to input the information unto the actual on-line form.

The Office of the Associate VP of Administrative Services shall collect all received complaints and either conduct the investigation or assign the complaint to a responsible person to conduct the investigation.

- If the complaint is against an employee or group of employees alleging misconduct the complaint should be referred to the Campus Ombudsperson or the District Compliance Office prior to any other action to ensure that the rights of the employee are not violated and that the appropriate process is followed.
- Within 10 days of receipt of a written complaint the Associate VP shall respond to the complainant acknowledging the receipt of the complaint with the appreciation of the College and informing the complainant that the complaint will be investigated.
    - The complainant will be provided with the name of the individual assigned to the investigation and the expected completion date of the investigation.

The individual assigned to the investigation will be provided with a copy of the complaint and an expected date, normally within 10 days of the assignment of the complaint, for completion of the investigation.

- The individual assigned the investigation shall:
    - Conduct as thorough an investigation as possible.
    - Contact any witnesses as needed.
    - Interview the department head and any concerned employee.
    - Provide to the AVP, before the due date, a report of the investigation. The investigation report should include:
        - A summary of the complaint.
        - Findings of Fact – if any.
        - Recommended actions – if any.

Upon receipt of the completed investigation report the AVP will convene the Complaint Review Panel.

- At the conclusion of the panel meeting a final report will be issued indicating:
    - The findings of the panel.
    - Any corrective actions taken or recommended actions to be taken.

A letter or other appropriate means of communication will be sent to the complainant advising the complainant of the results of the investigation. Such communication will be from the VP of Administrative Services.

Record Keeping

The Office of Administrative Services shall maintain records of complaints in compliance with records retention schedules.