



FACULTY COMPLAINT PROCESS

Refer to HCEA HCC Negotiated Agreement Section 807

STEP 1 Informal resolution, person-to-person, with the faculty member:

An attempt should be made to resolve all complaints in an informal manner. The interests of all are best served when complaints are resolved at the lowest possible level of the administrative structure. Any employee of the College receiving a complaint concerning a faculty member (complaints excluded from this process include Title IX, i.e., civil rights and sexual harassment; faculty against faculty; and administration against faculty), shall encourage the student to *discuss the situation with the faculty member involved before meeting with anyone else.*

STEP 2 Informal resolution, person-to-person, with the department coordinator or division chair:

If the student has already discussed the matter with the faculty member or refuses to do so, and desires to pursue the complaint, the student will be directed to meet with the department coordinator (for part-time faculty) or division chair (for full-time faculty). If unsure, advise the student to contact the department secretary for clarification. Upon hearing the complaint, the coordinator/chair should attempt to facilitate resolution by encouraging further discussions between the student and the faculty member, using a third party intermediary if necessary. If all attempts at an informal resolution have failed, the following steps must occur.

STEP 3 Formal resolution, in writing, with the division chair and faculty member:

The student must submit in writing to the division chair and the faculty member involved the following: the complaint and a chronology of the attempts at resolution. The faculty member may choose to send the chair a written response to the complaint. After reviewing the complaint with the parties involved, the chair will provide, in a timely manner, a written response to the student. Failure of the faculty member to comply with the resolution will be considered the same complaint and may be appealed by the student to the chair.

STEP 4 Formal resolution, in writing, with the appropriate administrator:

If the student wishes to pursue the matter, the student will be directed to provide to the appropriate administrator the following: all written materials initially provided to the chair and the response from the chair. Upon reviewing the complaint with the appropriate parties, the administrator will provide an opportunity for the faculty member and the student to submit additional materials related to the written complaint. Copies of the administrator's resolution will be sent to the student and the faculty member.