

E-19 POLICY Concern/Complaint Resolution

Southeast Community College strives to provide a professional workplace for employees and students, and an environment that is conducive to innovative teaching and student learning. In accordance with the Higher Learning Commission requirements, a process of shared governance will allow all voices of the employees, students and community to be heard.

Employees

If a concern or complaint arises, a process meeting all fair employment practices will allow the concern or complaint to be brought forward to an immediate supervisor or other responsible administrator for resolution. Concerns should pertain to an alleged violation or misapplication of policy or procedure and resolution should be sought working with an employee's direct supervisor. If the concern cannot be resolved using the initial informal process, a formal Concern/Complaint Resolution Form may be filed. If the reporting employee desires to submit a concern anonymously, they may do so using the designated reporting system.

***NOTE: Grievance Resolution procedures negotiated between the College and the SCC Faculty Association, or the SCC Professional Association are outlined in their respective agreements.**

Students

If a concern or complaint arises, a process meeting all state and federal guidelines will allow the concern or complaint to be brought forward to a member of the campus or other responsible administrator for resolution. Concerns should pertain to an alleged violation or misapplication of policy or procedure and resolution should be sought working with a student advocate. If the concern cannot be resolved using the initial informal process, a formal Concern/Complaint Resolution Form may be filed.

Employees or students making a concern/complaint known to a Responsible Administrator, their supervisor(s), or appealing to Human Resources, will be free from any restraint, interference, coercion, retaliation, or reprisal by any employee of the College.

Related Procedure: E-19a

Adopted: 12/13/22

Reviewed: 10/16/12, 05/27/20, 08/10/21, 10/29/21, 12/10/21, 10/21/22, 11/08/22

Next Review: TBD

Web link: Concern/Complaint Resolution Form

Tags: staff concern resolution