

COLLIN COLLEGE
COMPLAINT PROCEDURES – PURSUANT TO DGBA (LOCAL)
STUDENT COMPLAINTS FILED AGAINST COLLIN EMPLOYEES

When a student seeks to file a formal complaint against a Collin employee, the following procedures will be followed:

1. *Complaint Filing*

- a. Student submits a formal complaint within 10 business days of the date he/she knew or should have known of the action(s) giving rise to the complaint.
- b. The complaint form is located online at the college's website at [Student Complaints](#).

2. *Level One:*

- a. The Human Resources Department will assign a Resolution Review Panel (RRP) or hearing officer, who will follow procedures outlined in Board Policy [DGBA \(LOCAL\)](#) and will, within 10 business days of the filing, schedule a meeting with the student.
- b. Human Resources will send a notice of hearing procedures to the student prior to the meeting, which will include the date, time, and place of the meeting, and set forth the procedures that will be followed at the meeting.
- c. A Human Resources representative will be present at the meeting and shall audio record the meeting.
- d. The RRP/hearing officer shall investigate the matter, as appropriate including meeting with the employee respondent.
- e. Within 10 business days following all meetings related to the complaint, a response will be sent to the student and employee, along with forms for a Level Two appeal, if applicable. If an extension is necessary, the student and employee will be notified in writing of the extension.

3. *Level Two:*

- a. If the student or respondent is not satisfied with the Level One response, he or she may submit a Level Two appeal form (which will accompany the Level One response) within 10 business days to the Chief Human Resources Officer or designee. Human Resources will assign the appropriate vice president as the Level Two hearing officer, and provide the hearing officer with a copy of the complaint file. The Level Two hearing officer will review the complaint file, and conduct any further investigation, as appropriate.
- b. Within 10 business days following the receipt of the appeal, a Level Two response will be sent to the student. The decision of the vice president is final for all complaints.