

FLATHEAD VALLEY COMMUNITY COLLEGE STUDENT COMPLAINT PROCEDURES

Purpose

The purpose of this procedure is to promote the prompt, just, and efficient resolution of student complaints against College employees. Complaints involving discrimination, sexual harassment, sexual misconduct, or stalking are addressed in *FVCC Board Policy Chapter 1, Section 60: Discrimination & Sexual Harassment Policy* and the *Discrimination Grievance Procedure*. Copies of this procedure, the Student Complaint Form, and *FVCC Board Policy Chapter VII, Section 60: Code of Student Conduct and Student Complaints* may be obtained from the Dean of Student Affairs or online at <http://www.fvcc.edu/current-student/>.

The College reserves the right to make changes to this procedure and corresponding policy as necessary and once those changes are posted online, they are in effect. Students are encouraged to check online at <http://www.fvcc.edu/current-student/> for the updated versions of all policies and procedures.

The term "complaint" shall mean a claim or allegation by a student that a College employee(s):

- significantly failed to carry out their professional responsibilities or failed to deal with a student fairly and impartially;
- significantly failed to carry out an assigned responsibility or failed to apply college policy fairly and impartially; or
- performed an action which impinged on the rights or activities of a student in the legitimate pursuit of the educative process.

All student complaints must be filed within thirty (30) calendar days after the complainant knew or reasonably should have known about the complaint. Formal complaints shall be submitted in writing using the [Student Appeals Complaint Form](#) available at the end of this document.

Informal Complaint Procedure

Before a student may file a formal complaint, the student must first attempt to resolve the issue with:

- the instructor or Division Chair for academic complaints, or
- the employee or department supervisor for non-academic complaints.

If the complaint or allegation is against a Division Chair or department supervisor, the student must attempt to resolve the issue with the Dean of Student Affairs. View the current list of **Error! Reference source not found.** on page 4 of this document.

The instructor or employee or respective Division Chair or department supervisor shall attempt to resolve the issue within five (5) business days of receiving the complaint either verbally or in writing.

Formal Complaint Procedure

A complaint under this procedure must commence within ten (10) business days after attempting to resolve the issue informally between the instructor or employee or respective Division Chair or department supervisor.

Step 1

To initiate a formal complaint, the student must bring the matter to the Division Chair (for academic complaints), the department supervisor (for non-academic complaints), or the Dean of Student Affairs (for complaints against a Division Chair or department supervisor). The respective Division Chair, department supervisor, or Dean of Student Affairs can assist the student with completing the complaint form available at: <http://fvcc.edu/current-student/> which contains the following information:

- name of student complainant
- date(s) of the act(s) or omission(s) that caused the complaint
- name of the employee involved in the complaint (respondent)
- summary and explanation of the facts which form the basis of the complaint
- names of potential witnesses (if applicable)
- list and attachments of supporting documents
- description of remedy requested
- date the respondent (or respective Division Chair or department supervisor) was notified of the informal complaint
- the informal resolution offered, if any
- signature of the complainant and date of formally submitting the formal complaint (“initiation date”)

The respective Division Chair, department supervisor, or Dean of Student Affairs will schedule and conduct a meeting with the complainant and respondent within fifteen (15) business days of the initiation date. The student and the respondent may each bring an advocate to this meeting. The advocate shall not make a presentation or represent the student bringing the complaint or the responding party during the meeting. However, the advocate may confer quietly with their advisee, exchange notes, clarify procedural questions, or suggest questions to their student or employee. The parties should make an effort to resolve the complaint during the meeting.

Step 2

If the complaint is not resolved after the Step 1 meeting, the student submits the written complaint to the Dean of Student Affairs to request a hearing before the Student Complaint Panel within ten (10) business days of the Step 1 meeting. The Dean of Student Affairs will then forward the complaint to the respondent, the Division Chair or department supervisor, and the Chair of the Student Complaint Panel. If the student does not forward the written complaint to the Dean of Student Affairs within ten (10) business days of the initiation date, the complaint will be considered resolved.

Within fifteen (15) business days of the date the request for a hearing is received by the Dean of Student Affairs, the Panel Chair will hold a prehearing meeting with the complainant, the respondent, and the Dean of Student Affairs. The student and the respondent may each bring an advocate to this meeting. The purpose of the prehearing meeting is to schedule a time and date for the hearing, discuss procedural and evidentiary issues, and establish a deadline for assembly of documents to be shared at the hearing.

The hearing will be conducted pursuant to procedures established at the prehearing meeting where procedures were subject to mutual agreement by the Panel Chair, the respondent, the student complainant, and Dean of Student Affairs.

For each formal complaint, a five (5) member Student Complaint Panel will be chosen from the available pool, and is usually comprised of at least one student, one faculty member, and one staff member or administrator. Member availability may determine a different composition for the Panel, and in complaints involving sensitive issues or conflicts of interest, the Dean of Student Affairs may choose to assign three administrative/staff members to the Panel. The Dean of Student Affairs will appoint the non-voting chair of the Panel and will serve in an advisory capacity to assure that College procedures are followed throughout the hearing. The membership of the Panel is selected from an appointed pool of up to 3 students, 6 faculty, and 6 staff/administrative members trained prior to the panel being convened. Student Government will appoint 1 student and the Dean of Student Affairs will appoint 2 students (for a total of 3 students) who will each serve a one year appointment to the Panel pool. The Faculty Senate President will appoint 6 faculty who will serve a two-year, staggered appointment to the Panel pool. The College President will also appoint 6 staff/administrative members who will serve a two-year, staggered appointment to the Panel pool.

The purpose of the hearing is to determine findings of fact and recommend either dismissal of the complaint or a specific remedy limited to curing the act or omission for which the complaint was filed.

During the course of its deliberation, the Panel may confer with the parties to the complaint and may confer with other individuals at the Panel's discretion.

The Panel will make its decision by majority vote. The Panel Chair will provide its written decision to the Dean of Students within five (5) business days of completion of the hearing.

The Dean of Student Affairs will review the case within five (5) business days of receipt of the written report and either approve the resolution and forward it to the President or remand the case to the Panel with objections and a suggested alternative resolution, if the recommendation exceeds the Panel's scope of authority or the facts presented do not support the recommendation. The Panel must, within five (5) business days of receipt of the Dean of Student Affairs' suggested alternative resolution, either accept it or forward its own suggested alternative resolution to the President.

The President may accept or reject the Panel's suggested resolution within five (5) business days. Implementation of a specific remedy rests with the President, whose decision is the final campus disposition of the complaint. The President must provide the Panel, the Dean of Student Affairs, and the parties, with a rationale for the final campus disposition, should it differ from that suggested by the Panel. The President will send copies of the final decision to all parties involved.

At any time during the formal complaint process, the deadlines may be modified by the Dean of Student Affairs due to extenuating circumstances such as schedule conflicts.

**Department Supervisors & Division Chairs
2017-2018**

Division Chairs

Business and Technology:
Dawn Rauscher
BSS 105, 756.3861
drauscher@fvcc.edu

Career & Industrial Trades:
Peter Fusaro
OT 108, 756.3968
pfusaro@fvcc.edu

Culinary Arts:
Manda Hudak
AT 149, 756.3932
mhudak@fvcc.edu

Health Science:
Lori Elwell
BC 126-C 756.3899
lelwell@fvcc.edu

Humanities:
Conrad Rauscher
AT 228, 756.3633
craucher@fvcc.edu

Math & Science:
Jim Boger
RH 170, 756.3989
jboger@fvcc.edu

Nursing:
Myrna Ridenour
BC 102-A, 756.3997
mridenour@fvcc.edu

Social Science:
Ami Mezahav
BSS 121, 756.4183
amezahav@fvcc.edu

Department Supervisors

Admissions & Registration:
Amber Paulson
LRC 153, 756.3882
apaulson@fvcc.edu

Bookstore:
Denise Shuman
BH 162, 756.3814
dshuman@fvcc.edu

Business Services:
Kirk Zander
BH 128, 756.3808
kzander@fvcc.edu

Continuing Education:
Chris Parson
AT 214, 756.3839
cparson@fvcc.edu

Custodial Services:
Calvin Phippen
M/S 107A, 471.8700
cpippen@fvcc.edu

Eagles Nest:
Brent Owens
Eagles Nest, 756.3920
bowens@fvcc.edu

Early Childhood Center:
Renee August
ECC, 756.3991
raugust@fvcc.edu

Academic Affairs:
Chris Clouse
BH 138, 756.3619
cclouse@fvcc.edu

Financial Aid:
Cindy Kiefer
BH 110, 756.3843
ckiefer@fvcc.edu

Human Resources:
Karen Glasser
BH 152, 756.3841
kglasser@fvcc.edu

Institutional Advancement:
Colleen Unterreiner
BH 138, 756.3914
cunterre@fvcc.edu

Student Support Center:
Amber Paulson
LRC 153, 756.3882
apaulson@fvcc.edu

Library:
Susan Matter
LRC 102, 756.3853
smatter@fvcc.edu

Lincoln County Campus:
Chad Shilling
LCC, 293.2721
cshillin@fvcc.edu

Maintenance Services:
David Evans
M/S, 756.3872
devans@fvcc.edu

Media Center:
Malinda Crawford
LRC 117, 756.3828
mcrawford@fvcc.edu

MIS:
Bill Bond
BH 118, 756.3818
bbond@fvcc.edu

Student Life:
Wendy Jeschke
BH 156, 756.3908
wjeschke@fvcc.edu

Residence Life:
Kelly Murphy
FH RLO, 756.4586
kmurphy@fvcc.edu



FVCC Student Complaint Form

1. Student (complainant) submitting complaint:
2. Name of the employee (respondent) involved in the complaint:
3. Date(s) of the act(s) or omission(s) that caused the complaint:
4. Summary and explanation of the facts which form the basis of the complaint:
5. Names of potential witnesses (if applicable):
6. List of attached supporting documents:
7. Description of remedy requested:
8. Date and how respondent (or respective Division Chair or department supervisor) was notified of the informal complaint:

9. Resolution offered by the instructor or employee (or respective Division Chair or department supervisor), if any, as a result of the informal complaint procedure:

_____	_____
Signature of Complainant	Date
_____	_____
Eagle Mail Address	Phone

Please return the completed form and corresponding documents to the respective Division Chair, department supervisor or Dean of Student Affairs to initiate Step 1 of the formal student complaint process. Please refer to the FVCC Student Complaint Procedures available at <http://www.fvcc.edu/current-student/> for more details or contact the Dean of Student Affairs at 756-3812 or bhanson@fvcc.edu.

To Be Completed by Respective Division Chair, Department Supervisor, or Dean of Student Affairs

Date Received: _____

Date of Step 1 Meeting: _____

Resolution Offered, if any:

To Be Completed by Dean of Student Affairs

Date Received: _____

Date, Time & Location of Prehearing Meeting:

Date, Time & Location of Student Complaint Panel Hearing:
