

Complaint Process

A complaint regarding the conduct of any student(s) may be filed by any student, faculty, or staff having personal knowledge of the alleged activity. The College may also file complaints. Individuals are encouraged to report concerns within **ten (10) working days** of the occurrence of the event prompting the complaint.

Such complaints must be in writing and shall be directed to the Office of the Director, Student and Campus Services. The *Complaint Form* must be submitted electronically. The *Complaint Form* can be found on the College's website page, *Complaint & Disciplinary Procedures* (College Web Site – Complaint & Disciplinary Procedures).

The Director will appoint a designated College official as the Investigator. The Investigator has **ten (10) working days** to complete the investigation.

The office of the Director, Student and Campus Services will work with the Investigator to schedule the date, time, and location of interviews with the complainant and the accused individual(s).

- The student(s) shall be advised that it is permissible to appear alone or with counsel during the meeting. However, Counsel shall not speak for or on behalf of the student(s), but may act only in an advisory capacity.
- The student(s) and Investigator will receive a calendar request through their College Email to solidify the meeting.
- If the student(s) are unable to attend the hearing for good cause at the appointed time, prior written notice of the inability to attend shall be submitted to the Director, Student and Campus Services, whereupon a new date shall be set by the office of the Director in coordination with the Investigator. Only one such extension shall be granted, except where additional extensions would cause undue hardship to the student(s).

The Investigator shall initially meet with the complainant (individual filing the complaint) to hear the details of the case. The investigator shall do the following:

- Document details of the case, including names, dates, locations, details of the incident, and evidence of the event (ex., text messages, emails, social media posts, documents, etc.).
- Determine the type of Misconduct based on the *Code of Student Conduct*.
- Determine what the outcome goal is for the Complainant.
- Notify the Complainant to check their student email for final results.

The Investigator shall meet with the accused party to present the charges filed against them and hear their rebuttal of the events that they are being accused of. The investigator shall do the following:

- Document details of the case, including names, dates, locations, details of the incident, and evidence of the event (ex, text messages, emails, social media posts, documents, etc.).
- Notify the Accused to check their student email for future correspondence.

Upon completion of the interviews, the Investigator shall submit all original documents to the office of the Director, Student and Campus Services, to be filed and recorded on the Student Complaint Drive.

Using the code of Student Conduct Sanctions, the Director, Student and Campus Services will prepare a *Sanction Agreement* to be submitted by email to the accused.

- The office of the Director will prepare the *Sanction Agreement* for the students' signature, and email it to the students' college email accounts within **three (3) business days**.
- The office of the Director will send copies of the *Sanction Agreement* to the appropriate Dean(s) for notification of involved parties.

Upon receipt of the *Sanction Agreement*, the accused will select from one of the following options:

- Sign the *Sanction Agreement*, indicating acceptance of the sanction(s) imposed and waiving all rights to appeal; OR
- Sign the *Sanction Agreement*, declining the opportunity to accept the sanctions imposed and request to appeal the decision before the Judiciary Committee.
- Any student who fails to select 'Accept' or 'Do Not Accept' and fails to sign the *Memorandum of Resolution/Sanction Agreement* shall be deemed to have waived all rights to further appeal, and the sanction(s) imposed will be final.
- Students have **five (5) working days** from the date of the emailed *Sanction Agreement* to sign the document. At this time, the judgment is final.

If the accused party does not agree to the *Sanctions Agreement*, they may begin the appeals process by completing the *Appeals Request* form on the College's website page titled *Complaint & Disciplinary Procedures* (College Web Site – Complaint & Disciplinary Procedures).