

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

Prior to filing a formal complaint, a complainant should seek to resolve the matter informally by meeting with the person or persons involved to address the concerns, as required by policy DGBA(LOCAL). A copy of the complaint policy, which includes definitions and timelines is available online at this link: [DGBA\(LOCAL\)](#).

If informal resolution to address the concerns is not feasible, a complainant is encouraged to meet with the appropriate supervisor(s) of the respondent.

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

Complaint Filing - Step 1

Student submits a formal complaint within 30 days¹ of the date: (1) the complainant was notified of the decision; (2) the complainant knew of the action that caused the complaint or concern; or (3) the complainant reasonably should have known of the action that caused the complaint or concern, whichever date is the earliest.

The complaint form is located online at the college's website at [Guardian | Collin College \(guardianconduct.com\)](#). Additional pages or other documents can be submitted with the online form.

Step 2

Upon an initial review of the complaint, the manager, employee relations ("ER-Manager") will determine whether the allegations, if proven, could constitute prohibited conduct as defined by policy or applicable law.

If the allegations do not rise to the level of prohibited or unlawful conduct, the complaint will be dismissed.

If the allegations may rise to the level of prohibited or unlawful conduct, the complaint will be referred to the next step of the complaint process.

If a complaint is not submitted on time, the complaint may be dismissed, and the complainant will be notified in writing. A student may appeal the determination of timeliness. The appeal will be limited to the question of timeliness and not the underlying merits of the complaint.

Formal Process Step 3:

The ER-Manager will provide a copy of the complaint to the appropriate campus provost or senior administrator, who will follow all of the corresponding steps outlined in Board Policy [DGBA \(LOCAL\)](#) and will schedule a meeting with the complainant. The campus provost or

¹ Days means college district business days.

senior administrator will notify the ER-Manager of the date the meeting with the complainant is scheduled.

The campus provost or senior administrator will issue a written summary determination within 10 days of completing all meetings related to the complaint. If an extension is necessary, the campus provost or senior administrator will request such an extension from the ER-Manager. The complainant will be notified of the extension in writing by the ER-Manager only.

Formal Process Step 4:

If the complainant or respondent disagrees with the Step 3 response, they may submit a Step 4 appeal form (which will accompany the Step 3 response) within 10 days of the receipt of the Step 3 response to the ER-Manager.

The ER-Manager will appoint an Appeal Review Panel (ARP), and provide the ARP with a copy of the complaint file.

The ARP will review the complaint file, and may conduct any further investigation, only as allowed under policy [DGBA \(LOCAL\)](#).

The ARP will issue a written summary determination within 10 days of completing all meetings related to the complaint.

If an extension is necessary, the ARP will request such an extension from the ER-Manager. The ER-Manager only will notify the appealing party in writing of the extension.

Formal Process Step 5:

If the complainant or respondent is not satisfied with the determination of the ARP, they may submit a Step 5 appeal form (which will accompany the Step 4 response) within 10 days of the receipt of the Step 4 response to the ER-Manager.

The ER-Manger will provide a copy of the complaint file to the executive vice president or designee. The executive vice president or designee will review the complaint file, and conduct any further investigation, as allowed under policy [DGBA\(LOCAL\)](#).

The executive vice president or designee will issue a written decision within 10 days of completing all meetings related to the complaint. If an extension is necessary, the executive vice president or designee will request an extension from the ER-Manager. The ER-Manager will notify the appealing party in writing of the extension.

The decision of the executive vice president or designee is final for all complaints.

General Overview Steps in Complaint Process under Policy DGBA(LOCAL)

