Complaint Process

**Informal Process**
- Student with issue/concern
- Brings issue to concerned party to resolve issue internally
- Was a resolution met?
  - No → Issue escalates to appropriate Administrator
  - Yes → End
- Issue escalates to appropriate Administrator
- Was a resolution met?
  - No → End
- If issue concerns harassment or discrimination
- Student submits formal complaint
- Form is routed to the appropriate department

**Formal Process**
- Appropriate Administrator
  - Resolution?
  - No → Appropriate Administrator
  - Yes → Resolution is documented
- American Disability Act Compliance Officer
  - Resolution?
  - No → District EEO
  - Yes → Academic Dean or Vice President of Academics
    - Resolution?
    - No → College President
    - Yes → End Resolution is documented
    - Appeal → Chancellor or Designee
  - End Resolution is documented
  - Yes → Vice President of Student Affairs (Title IX or Harassment, Discrimination)
    - Resolution?
    - No → Board of Trustee
    - Yes → Office of Civil Rights (OCR)

Resolution?