

Student Complaint Procedures Handbook



26000 SE Stark Street
Gresham, OR 97030
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MT. HOOD COMMUNITY COLLEGE STUDENT COMPLAINT PROCEDURES HANDBOOK

Introduction

Mt. Hood Community College provides processes to address concerns and complaints against the College and/or employees. The Student Complaint Procedures Handbook provides both informal and formal processes to investigate the allegations of a complaint arising from conditions, practices, working relationships, decisions, actions or inactions of Mt. Hood Community College (MHCC) and/or its faculty or staff. There is a process for students to use when the complaint is against the College's services. There is a separate, but similar process used when the complaint is against a MHCC faculty member.

Processes are student initiated and designed to facilitate the student's concern being heard and to outline steps to resolve the complaint. It is important that the student be an active and informed participant in the process. The student may move to the formal complaint process at any time after the informal process. Access to this process will be provided to all students. Students may seek a copy of the Student Complaint Procedures Handbook in the following areas:

- Academic Advising and Transfer Center
- Career Planning and Counseling Center
- Campus Information / Public Safety
- Student Union
- Office of the Vice President for Student Success and Enrollment Management
- Office of the Vice President of Instruction
- MHCC website <http://www.mhcc.edu/StudentServices.aspx?id=441>

Students are encouraged to resolve complaints informally and use the formal complaint procedure only as a last resort.

Students with complaints of possible harassment or discrimination may seek immediate assistance through the Vice President for Student Success and Enrollment Management.

People requiring accommodations due to a disability should contact the disability services office at 503-491-6970 (TDD).

**THIS SECTION IS TO BE
COMPLETED IF A
STUDENT HAS A
CONCERN REGARDING:**

**MHCC
FULL-TIME FACULTY**

**STUDENT COMPLAINT PROCEDURE
MHCC FULL-TIME FACULTY**

INFORMAL COMPLAINT

STUDENT PROBLEM RESOLUTION PROCESS

The steps are listed below to help you through both the informal and the formal resolution processes. The

Informal Resolution Process—(conversation between student and faculty member)

The goal of the informal process is to provide answers to your questions and concerns and/or to come to a resolution agreeable to both you and the instructor.

- Within thirty (30) days of the concern and no more than two (2) weeks after the end of the term in which the concern occurred, begin an Informal Resolution Process. If the beginning of the process occurs during a break in the schedule such as the break following Fall, Winter, Spring, or Summer terms, it is important that you send an email to the instructor letting the instructor know your concern. By sending the email, you meet the required deadline for initiating an Informal Resolution Process.
 - Continue the process when the instructor returns to campus.

- Schedule a face-to-face meeting with the faculty member at a time and place where you can have a confidential conversation. Take this document with you.
 - Conversations with the faculty member after a class or in the hallway do not take the place of the required initial face-to-face meeting.
 - You and/or the faculty member may request a college counselor or the faculty member's dean (supervisor) to sit in on your discussion to help facilitate this step of the process. The dean's or counselor's job is to help with communication—not to take sides—and to maintain a neutral position.
 - Begin the meeting by stating that you are beginning the Informal Resolution Process.
 - You and the faculty member should note in writing the day and time of the meeting and take notes about any suggested resolutions.
 - If a resolution is reached during this face-to-face meeting with the faculty member, you have successfully resolved your concern and no further action under this process is necessary.

- If NO resolution is reached in your discussion with the faculty member, you and the faculty member will inform the dean who has five (5) college working days to consult individually with you and/or the faculty regarding the ongoing concern.

- The dean then has three (3) college working days to provide you with the conclusions reached during the informal process. This will include a statement describing:
 - a mutually acceptable resolution, or
 - lack of student response, or
 - lack of a mutually acceptable resolution.

A copy of the written conclusions will be given to you and to the faculty member. This will not be filed in any of your or the faculty member's records.

- If you are not satisfied with the outcome of the Informal Resolution Process, you may choose to begin the Formal Resolution Process.

Formal Resolution Process—(meeting with student, faculty member, and faculty member's dean)
The goal of the formal process is to work together to find a solution to your concern.

- Submit a written Statement of Concern within thirty (30) college working days after you have received the dean's written conclusions from the informal process.
- Print and complete the Statement of Concern form which is found at <http://www.mhcc.edu/concernprocess/> or can be picked up in the Office of Student Success (AC1152).
 - The Statement of Concern form should be carefully prepared.
- Submit in person the completed Statement of Concern to the faculty member's dean and a second completed copy to the appropriate Vice President. Keep a third copy for your records. (The dean will provide the correct contact information for the Vice President.) The Statement of Concern will be date/time stamped and initialed when received.
 - The following actions may then be taken:
 - The dean may dismiss the action as having no grounds for further review if it is concluded that the concern is untimely, being concurrently reviewed in another forum, frivolous, or filed in bad faith; or
 - The dean may take five (5) college working days to work with the parties to find a solution.
 - If either you or the faculty member does not like the recommended solutions or if no solution is found, the Vice President will review the Statement of Concern and the dean's documented solutions, if any.
 - You may be contacted to meet with the Vice President.
 - You will be informed in writing within twenty (20) college working days after you submitted the Statement of Concern of the Vice President's decision and the reasons for it.

FORMAL RESOLUTION
PROCESS: STATEMENT OF
CONCERN



For Official Use Only

Time/Date Stamp – Received

Initials of person receiving

This form is to be filled out only after you have completed the Informal Resolution Process.
Click here for the [Informal](#) Resolution Process.

Name _____ Student ID# _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Name of faculty member _____ Date of concern _____

Course Number and title _____ Date of informal meeting _____

1. State your understanding of the results from the Informal Resolution Process **(REQUIRED)**

**THIS SECTION IS TO BE
COMPLETED IF A
STUDENT HAS A
CONCERN REGARDING:**

**MHCC
PART-TIME FACULTY**

STUDENT COMPLAINT PROCEDURE MHCC PART-TIME FACULTY

It is recognized that from time to time work-related complaints are made against employees that, even if true, should not result in dismissal. In recognition of this fact, procedures are hereby established. The complaint procedure provides both an informal process and a formal process to investigate the allegations of a complaint made against an employee and to determine a fair resolution of a complaint. The informal process precedes the formal process.

A. Cooperation

The employee and management will cooperate in finding a resolution as determined in the procedure findings.

B. Informal Complaint

1. A student may informally discuss a complaint about an employee with the employee, with a College counselor, or with an employee's supervisor. The discussion must occur in a timely fashion, which should not exceed thirty (30) College working days of the alleged complaint. If a student chooses to discuss the matter with a College counselor or the employee's supervisor, each will encourage the student to further discuss the complaint and attempt to reach resolution with the employee. In his/her discussion with the student, the supervisor will remain neutral regarding the complaint prior to discussing the complaint with the employee.
2. If the student brings the complaint to a College counselor, the counselor's primary role is to facilitate the communication between the student and the employee and/or the employee's supervisor. The employee, student, or supervisor may request the counselor serve as a communication facilitator at future meeting(s).
3. When a student complaint is raised with an employee's supervisor, or if the supervisor becomes aware of the complaint via a discussion with a College counselor, the supervisor will consult with the employee regarding the complaint and any possible resolutions within five (5) College working days of notification of the complaint. Only after consultation with the employee may the supervisor confer with the student regarding possible solution(s). If appropriate, a meeting should occur between parties to reach resolution. If a facilitated conversation occurs and no mutually-acceptable resolution is reached, the supervisor then has three (3) College working days to suggest a possible resolution.
4. The supervisor will prepare a summary of the conclusions reached during the informal process. This will include a statement describing:
 - a. A mutually acceptable resolution, or
 - b. Lack of student response, or
 - c. Lack of a mutually acceptable resolution.

A copy of the conclusions will be given to the student and the employee. This will not be filed in any records of the employee or the student.

5. If the student is not satisfied with any suggested solution(s), the student may then use the formal complaint procedure.

C. Formal Complaint

A student may file a formal written complaint against an employee. The formal complaint must be filed within thirty (30) College working days of the suggested resolution to the informal complaint. The formal complaint must contain the following information:

1. Name of the employee.
2. Statement of facts and nature of the formal complaint.
3. Date(s) of incident(s).
4. Resolution being sought by the student(s).
5. Name of the student(s) filing the formal written complaint.
6. Signature of the student(s) and date submitted.

The burden of proof in this process is on the student. The written statement should be prepared carefully and with full and relevant details and documentation.

D. Administrative Review of a Formal Complaint

1. The formal written complaint will be submitted to the employee's immediate supervisor and the appropriate vice president.
2. The employee will be notified as soon as possible, not to exceed five (5) College working days, when the immediate supervisor or vice president as described above receives the formal complaint or written charges. A copy of the written complaint will be provided at that time to the employee.
3. The immediate supervisor may (a) dismiss the complaint as having no grounds for further review if it is concluded that the complaint is untimely, being concurrently reviewed in another forum, frivolous, or filed in bad faith, or (b) have five (5) working days to work with all parties concerned to affect a solution.
4. If a resolution presented by the employee's supervisor is not agreed to in above D 3, the vice president will, within fifteen (15) College working days after first receipt of the complaint, initiate an investigation of the unresolved complaint.

During the vice president's investigation, he/she will meet separately with the different parties who may, if they desire, have a representative with them. The formal examination will include the vice president, the employee, the complainant and/or any other person who has first-hand knowledge of the subject matter of the complaint and/or each party's representative.

5. The vice president will, within twenty (20) College working days after receipt of the complaint, specifically inform the employee, the complainant and the Human Resources Office of his/her decision in writing and state the reasons.
6. The vice president may recommend one or more of the following courses of action:
 - a. Offer a solution to the complaint.
 - b. Dismiss the complaint.
 - c. Take appropriate action.
 - d. Refer the complaint to the Complaint Resolution Committee.

E. Complaint Resolution Committee

1. A Complaint Resolution Committee will be formed to hear the complaint referred by the vice president or to hear an appeal requested by the employee. Notice of an appeal requesting committee review by the employee will be given in writing to the College President within thirty (30) working days after receipt of the vice president's written decision.

2. Committee Selection

The committee will consist of five (5) persons selected as follows: the President of the Association will submit to the President of the College the names of six (6) employees as candidates to serve on the committee. The President of the College will within ten (10) days after receipt of the list select at least four (4) members from the list furnished by the Association and three (3) administrators of his/her choosing. The President of the College will forward, in writing, to the employee the list of candidates and the names of the persons selected to serve on the committee. The employee will, within ten (10) days after receipt of the candidate list and the committee members' names, dismiss one person from each list. If a student files a complaint, the student may request the president of the Student Body Association to designate a non-voting student member to sit on the review committee.

3. Committee Hearing Procedures

- a. The committee will select one (1) of its members to serve as chairperson, who will preside at the hearing(s).
- b. The hearing(s) will be closed to the public.
- c. All witnesses will affirm or be sworn under oath.
- d. The accused employee may request a record to be made of the proceedings at the employee's expense; or in case the College makes a record, the employee, upon request, will be given a free copy.
- e. The employee, at his/her own expense, may be represented by counsel at the hearing.
- f. The complainant may be represented at the hearing.

- g. The order of presenting the evidence will be the vice president's case, the accused employee's case, rebuttal by the vice president and rebuttal by the employee.
- h. All witnesses will be subject to cross-examination and questioning by the committee.
- i. Both parties will be entitled to present oral or written evidence, a closing argument and written briefs, if requested by the committee. The committee may, upon agreement by both parties, receive sworn written statements in lieu of sworn oral testimony.
- j. At the conclusion of the testimony and within a reasonable period, the committee will forward to the College President a written report containing findings of fact, its recommendations, dissenting committee opinion(s) and a record of the proceedings.
- k. The College President will make a decision and inform the parties and the Association President within twenty (20) working days after receiving the committee's written report and record of proceedings.
- l. If the College President's decision is not acceptable to the Association, the Association may request binding arbitration procedure as described in the grievance procedure of this agreement.

FORMAL PART TIME FACULTY RESOLUTION PROCESS:
STATEMENT OF CONCERN



For Official Use Only

Time/Date Stamp – Received

Initials of person receiving

This form is to be filled out only after you have completed the Informal Resolution Process.

Name _____ Student ID# _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Name of faculty member _____ Date of concern _____

Course Number and title _____ Date of informal meeting _____

1. State your understanding of the results from the Informal Resolution Process **(REQUIRED)**

COLLEGE RELATED STUDENT COMPLAINT PROCESS

This section is to be completed if the student has a concern regarding:

- Harassment and/or Discrimination (Student vs. Student)
- Student Services
 - Career Planning and Counseling Center
 - Disability Services
 - Veterans Services
 - Admissions, Records and Registration
 - Financial Aid
 - Academic Advising
 - Testing Services
 - Associated Student Government
 - Student Life
 - Student Outreach and Recruitment
 - OLI
 - SEED
 - Transiciones
 - Transitions
 - TRIO
 - Student Union
- Other College related functions

**COMPLAINTS AGAINST THE COLLEGE
(OTHER THAN AGAINST MHCC FACULTY)**

- 1.1. The College, in its goal to provide quality instruction and service, provides students access to appropriate College staff and administration to resolve questions, concerns or complaints against MHCC staff, policies, procedures, or other actions or inactions of the College.
- 1.2. Students are strongly encouraged to resolve any concern informally through the appropriate department or division administrator.
- 1.3. The Office of the Vice President of Student Success and Enrollment Management will direct the student to the appropriate department or division administrator to initiate the informal process.
- 1.4. The administrator will work with the student and/or appropriate College staff, as needed, to resolve the student's question, concern, or complaint.
- 1.5. If the student is not satisfied with the discussion and any suggested resolution, the student may file a formal complaint.
- 1.6. The student may contact the Office of the Vice President of Student Success and Enrollment Management to proceed to a formal written complaint.

**INFORMAL PROCESS - COMPLAINTS AGAINST THE COLLEGE
(OTHER THAN AGAINST MHCC FACULTY)**

- 2.1. The goal of the informal process is to provide information to the student that answers the student's questions and concerns and/or to come to a resolution agreeable to the student and the College.
- 2.2. The student discusses the complaint informally with the division administrator. If the concern is in regards to the division administrator, the student may discuss the concern with area vice president. The student may seek assistance through the process from a counselor or the vice president of student success and enrollment management.
- 2.3. To address complaints in a timely fashion, students should begin the informal process within 30 college working days of the alleged complaint.
- 2.4. If the student is not satisfied with the discussion and any suggested resolution, the student may file a formal complaint in the Office of the Vice President of Student Success and Enrollment Management.

**FORMAL PROCESS - COMPLAINTS AGAINST THE COLLEGE
(OTHER THAN AGAINST MHCC FACULTY)**

- 3.1. Students may file a formal written complaint against the College. The formal complaint should be filed within 30 College working days of the suggested resolution to the information complaint.
- 3.2. The Formal Complaint Information Packet is available in the Office of the Vice President

of Student Success and Enrollment Management, the college center and campus information. Students may call the Office of the Vice President of Student Success and Enrollment Management and have this information e-mailed or mailed to them.

- 3.3. The formal written complaint must contain the following information:
 - 3.3.1. Name of the student or students.
 - 3.3.2. Statement of facts and nature of the formal complaint.
 - 3.3.3. Date(s) of the incident(s).
 - 3.3.4. Resolution being sought by the student(s).
 - 3.3.5. Student's signature.
- 3.4. The student will submit the formal written complaint to the division administrator and the appropriate vice president. The vice president of student success and enrollment management will assist students to identify the appropriate vice president.
- 3.5. The division administrator will have five (5) college working days to work with all parties to seek resolution.
- 3.6. If the resolution presented by the division administrator is not agreed to, the appropriate vice president will, within fifteen (15) college working days after first receipt of the complaint, cause an investigation to be made of the unresolved complaint.
- 3.7. The appropriate vice president will, within twenty (20) college working days after receipt of the complaint inform the student of the results of the investigation and his/her decision. The vice president may recommend one or more of the following actions:
 - 3.7.1. Offer a solution to the complaint.
 - 3.7.2. Dismiss the complaint.
 - 3.7.3. Take appropriate action.
- 3.8. The finding of the appropriate vice president is final.

NOTE: Any time limit herein may be extended by five (5) College working days with notice to complainant. Timelines may be further modified by mutual agreement.

FORMAL STUDENT COLLEGE RELATED COMPLAINT
FORM STATEMENT OF CONCERN



or Official Use Only

Time/Date Stamp – Received

Initials of person receiving

This form is to be filled out only after you have completed the Informal Resolution Process.

Name _____ Student ID# _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Name of College employee _____ Date(s) of concern _____

Department _____ Date of informal meeting _____

1. State your formal complaint (please provide statements of fact and the nature of the complaint.)

2. How did this situation develop? (Outline, in chronological order, the basic components of this situation as they developed including pertinent dates and times. Attach additional pages and/or supporting documentation if needed.)

3. How have you attempted to resolve this situation? Describe the suggested resolution.

4. What specific remedies (actions) do you desire to resolve this complaint?

Student name (Please print) _____ **Today's Date** _____

Student signature _____

- Print THREE (3) copies.
- Submit in person (1) one copy of the completed Statement of Concern to the Dean for Student Success (2) a second completed copy to the Vice President for Student Success and Enrollment Management, and (3) a copy for your records.
- **Vice President will forward this statement to the area manager of concern.**

People requiring accommodations due to a disability should contact the disability services office at 503-491-6970 (TDD).

**PROCEDURE FOR
REPORTING
HARASSMENT
AND/OR
DISCRIMINATION**

PROCEDURE FOR REPORTING HARASSMENT AND/OR DISCRIMINATION

STATEMENT OF INSTITUTIONAL COMMITMENT

Mt. Hood Community College's *Right of Freedom from Harassment Policy* has the goal of providing an environment that supports students so that they may realize their full potential. Mt. Hood Community College (MHCC) values all diverse backgrounds, experiences, special abilities and characteristics that students bring to the College.

Harassment is a form of unlawful discrimination, whether it is based on race, religion, age, color, sex, national origin, disability, sexual identity, or any other status or characteristic protected by applicable state or federal law. MHCC does not tolerate unlawful harassment in any place of work, instruction, study or recreation.

RESPONDING TO COMPLAINTS OF HARASSMENT

When you feel you have been harassed it is important to remember that there are supportive people at MHCC who are resources for discussing and helping to clarify what constitutes harassment and the action steps you can take. It is important to take action.

Students may raise complaints of discrimination or sexual harassment through the Vice President for Student Success and Enrollment Management. All complaints of alleged harassment or discrimination are taken seriously. Students are not required to discuss the complaint informally with the alleged perpetrator. You will be asked to describe your specific complaint and how the situation developed, and to note any action you have already taken to resolve the situation. Your complaint will be investigated whether it is received in writing or verbally. Information shared in the complaint process will be kept confidential to the greatest degree possible. Although the complaint process is confidential your complaint may be disclosed to the person(s) involved in the allegation. All complaints will be investigated and addressed in a timely manner.

RECOGNIZING HARASSMENT

Sexual harassment is one form of sex discrimination and is defined as any unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is either implicitly or explicitly made a requirement of employment or participation in an academic program or activity; or
2. Submission to or rejection of such conduct by an individual is used as the basis for employment or education-related decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile or offensive environment.

Sexual harassment may involve someone in authority but can also involve a fellow student or co-worker. Sexual harassment may include:

- telling sexual jokes,
- making unwelcome sexual advances,
- making sexual gestures,
- subjecting someone to unwanted sexual attention,
- attempting to coerce someone into a sexual relationship,
- punishing or threatening to punish someone for refusal to comply, and/or
- implying that sexual favors may be a basis for performance evaluation or for grades in a course.

NO RETALIATION FOR FILING A COMPLAINT IN GOOD FAITH

No student shall be expelled, suspended, disciplined or in any other way retaliated against for having filed a complaint in good faith or about possible violations of law and/or MHCC policy whether or not the charges were sustained. Willfully false accusations of harassment are as serious a matter as unlawful harassment itself and anyone willfully filing a false complaint is subject to discipline.

The Vice President for Student Success and Enrollment Management or the designee shall, within 15 College working days after the first receipt of the complaint, cause an investigation to be made. During the investigation the Vice President or designee shall meet separately with the different parties who may, if they desire, have a representative with them. The Vice President may question the instructor, staff member, student, supervisor or any person who has first-hand knowledge of the complaint and/or each party's representative. Agreement timelines may be modified by mutual agreement.

The Vice President or their designee shall, in as timely a manner as possible, specifically inform the student, instructor, and/or staff member, and as appropriate the director of human resources, of the results and recommendations of the investigation.

MHCC DIRECTORY

Bookstore	503-491-6933	Genta.Guitron@mhcc.edu
Cosmetology	503-491-7515	Rod.Barker@mhcc.edu
Dean for Career Planning and Counseling, Disability Services, HD Courses, Student Conduct and Veterans Services	503-491-7317	Robert.Cox@mhcc.edu
Dean of Adult Basic Skills and Economic & Workforce Development	503-491-7406	Marc.Goldberg@mhcc.edu
Dean of Allied Health and Nursing	503-491-7555	Janie.Griffin@mhcc.edu
Dean of Business, Information Systems & Integrated Media	503-491-7515	Rod.Barker@mhcc.edu
Dean of Engineering, Industrial, Mathematics and Apprenticeship	503-491-7406	Dennis.Mattoon@mhcc.edu
Dean of HPE, Athletics, Aquatics & Recreation	503-491-7452	Kim.Hyatt@mhcc.edu
Dean of Humanities	503-491-7290	Eric.Tschuy@mhcc.edu
Dean of Learning Commons	503-491-7286	Jeff.Ring@mhcc.edu
Dean of Science	503-491-7364	Rick.Bolesta@mhcc.edu
Dean of Social Sciences, Performing & Visual Arts	503-491-7480	Janet.McIntyre@mhcc.edu
Manager for Academic Advising and Transfer Center and Testing Center	503-491-7519	Luis.Juarez@mhcc.edu
Manager for Admissions Records and Registration	503-491-7384	John.Hamblin@mhcc.edu
Manager for Adult High School Diploma, ASG, Credit Recovery, Student Life and Student Outreach and Recruitment	503-491-7319	Sydney.Eustrom@mhcc.edu
Manager for Student Union, OLI, SEED, Transiciones/Transitions, TRIO	503-491-7258	David.Sussman@mhcc.edu
Manager for Financial Aid and Scholarships	503-491-6961	Christi.Hart@mhcc.edu
Public Safety/Public Service	503-491-7310	Wayne.Feagle@mhcc.edu
Vice President for Student Success and Enrollment Management	503-491-7317	David.Minger@mhcc.edu
Vice President of Instruction	503-491-7294	Christie.Plinski@mhcc.edu