

Complaint Procedure	Procedure Number	9.7P
	Effective Date	September 22, 2014

1.0 PURPOSE

In accordance with Board Policy 9.7 Complaint the purpose of the Complaint Procedure is to effectively address and resolve non-employment based complaints from students and other constituencies in a systematic and timely manner and document complaint information for analyzing patterns that can inform future improvements of institutional programs, processes, and

- b. Students may speak with the Dean of Students to lodge an informal complaint.
 - c. All other complaints may be accomplished by speaking to the supervisor of the area where complainant received the grievable offense.
- 2) A formal complaint may be made in person, via the phone or email, or through the online complaint form located on the LCCC website at https://publicdocs.maxient.com/reportingform.php?LaramieCountyCC&layout_id=2. The complaint form will feed into the *Maxient* database system. Complaints will be automatically routed to the correct office via email.
- a. A complaint should be brought to the formal state within 30 calendar days of the date the grievant knew or reasonably should have known about the action. (See [Policy 6.3](#) and [Procedure 6.3P](#) Sexual Misconduct for Title IX compliance.)
 - b. If an LCCC employee receives a complaint via phone, email or in person, the employee will log the complaint in the *Maxient*

REQUIRED APPROVALS	NAME/SIGNATURE	DATE
Originator(s) Name(s)	James Miller, Special Assistant, Vice President of Academic Affairs Jill Koslosky, Dean of Students	8/5/14
Approval by President's Cabinet		9/17/14
Ratified by College Council	Chad Marley, College Council Co-chair	9/22/14

Approval by President (Signature)

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