

Aims Community College Procedure
Student Engagement, Inclusion, and Success
Student Informal Complaint Procedure

Scope and Purpose:

Aims Community College is committed to providing a prompt and fair resolution to student complaints and concerns. The informal complaint process is the first step to resolving complaints or concerns raised by a student alleging that the College or an employee of the College violated or inequitably applied the College's written policies or procedures as to said student. This informal complaint process is intended to help students:

- a. communicate their concerns to the appropriate department and seek resolution;
- b. interpret, apply, and navigate the College policies and procedures;
- c. obtain information related to student rights and responsibilities;
- d. locate College and community resources as needed;
- e. identify potential resolutions between College personnel and students as appropriate; and
- f. provide additional items that may support the resolution of the student's complaint.

Informal Complaint Reporting Process. The student may initiate the informal complaint process by submitting the Informal Complaint Form located on the College's website. Once the informal complaint has been received, a facilitator will promptly initiate a process to assist the student and employee through the informal complaint process. The facilitator overseeing the process will maintain confidentiality to the greatest extent possible.

To report sexual misconduct allegations such as sexual assault, sexual harassment, dating/intimate partner violence, and stalking, students may submit the Title IX Sexual Misconduct Reporting Form. To report specific information related to an alleged incident of discrimination, harassment, or retaliation due to protected class status, students may submit the Civil Rights Student Complaint Form.

Formal Complaint. If the facilitated informal complaint process is unsuccessful, then the student may thereafter submit a Formal Complaint. After filing the informal complaint but prior to reaching a resolution, the student may end the informal process and pursue the formal complaint procedure. Similarly, the College employee responding to a student's informal complaint can elect at any time to not participate in the informal process. In such a case, the formal complaint procedure will be followed. A formal complaint may be filed within ninety (90) calendar days of the date of the incident complained of and must be submitted by the student complainant.

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Adopted: March 23, 2004

Responsible Administrator: Vice President of Student Engagement, Inclusion, and Success
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