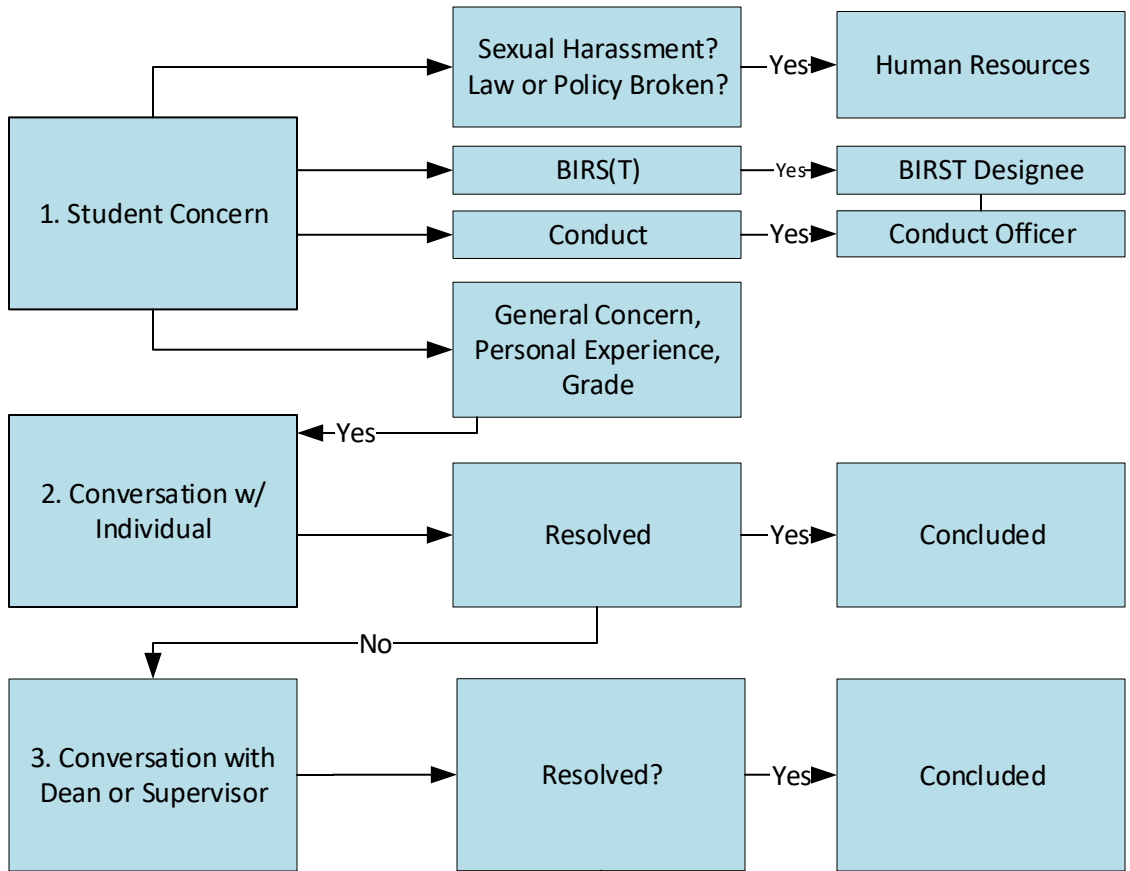
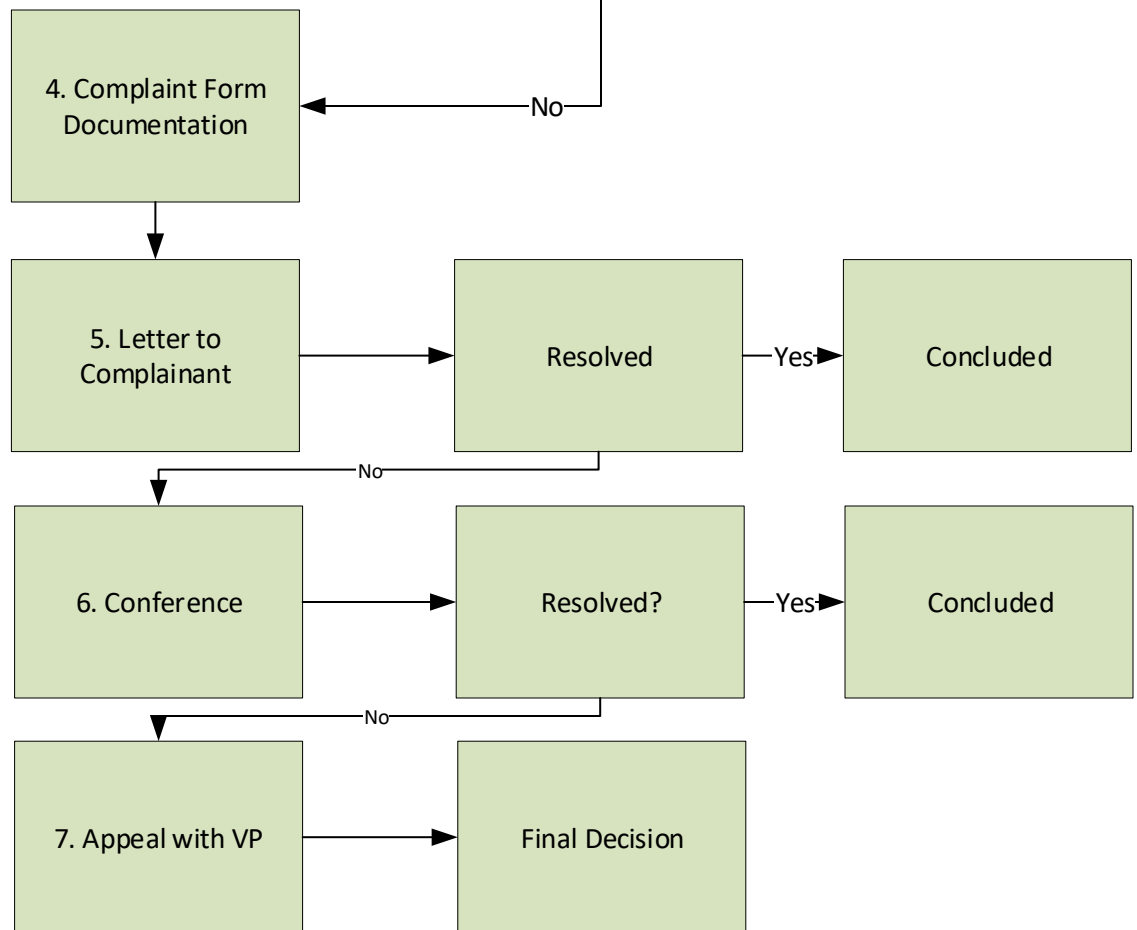


## Complaint Process Administrative Flowchart

INFORMAL



FORMAL



**Complaint Process Administrative Flowchart Reference**

<b>Informal</b>	<b>1</b>	<p>Is the student's concern related to Sexual Harassment? If the answer is Yes, please contact the Human Resources Officer at 206.934.4017. They can provide information and guidance about retaliation, sexism, and sexual harassment.</p> <p>Is the student's concern considered a <a href="#">Bias Incident</a>? Then visit the <a href="#">BIRST website</a> to access the <a href="#">Bias Incident Report Form</a>, complete and submit.</p> <p>Is the student's concern related to the <a href="#">Student Conduct Policy</a> being violated? Submit the completed <a href="#">Student Conduct Report</a> to the Student Conduct Officer, Crystina.Mostad@seattlecolleges.edu. For more information, Crystina can be reached at extension 6946 or in room BE4180.</p>
	<b>2 &amp; 3</b>	<p>Is the student's concern due to a violation, misapplication, or misinterpretation of some service or rule as it applies to students in the institution by a staff or faculty member of the institution, resulting in loss or detriment to the complainant? If yes, follow the <a href="#">Informal steps 1 &amp; 2 in the complaint process</a>. For assistance reach out to the Dean of Student Development in the Student Leadership building room SAC 350 or call for an appointment at 206.934.3840.</p>
	<b>4</b>	<p>If all the informal steps have not been fruitful student can submit a Formal Complaint form obtained from the Dean of Student Development. Student will submit the form with all of the supporting documentation in support of their complaint and efforts to resolve the issue. If Complainant is not satisfied with the resolution, they may request of the Grievance Officer a final review by the respondent's Vice President or appropriate unit administrator.</p>
<b>Formal</b>	<b>5</b>	<p>Letter is sent to Complainant on behalf of the student. It is Cc'd to their supervisor and student. The Complainant has 10 days to respond. The response is forwarded to the student within 5 days and the student has 5 days to reply. If the student is satisfied with the results, the case is concluded and closed. If it is not to the student's satisfaction the student can request a conference between themselves and the complainant.</p>
	<b>6</b>	<p>A conference is held to find some positive solution amicable to all parties involved. After the conference the designated complaint officer writes a summary report which includes any agreement or recommendations reached through the conference. A copy is sent to the complainant and respondent. Complainant has five days to respond. If they are satisfied, the matter is concluded and case is closed. If the student complainant is not satisfied they can appeal to the Vice President of the division or their designee.</p>
	<b>7</b>	<p>The VP will make a final decision and the matter will be closed.</p>