

BOARD POLICY ADOPTED: March 6, 2019

SERIES NUMBER: 802

TITLE: **Community Relations**
Feedback, Complaints & Grievances

Iowa Valley Community College District believes in maintaining an educational environment that is positive and productive for its constituencies.

Occasionally, a constituent may believe that he or she has experienced an alleged misinterpretation, misapplication, or violation of IVCCD Board Policies, rules and regulations; or has been unfairly treated by a District employee; or that the contractual relationship between the constituent and the District has been breached. When these situations arise, individuals should follow the Constituent Grievance Procedure.

For all other complaints and feedback, individuals should follow the Constituent Feedback/Complaint Procedure. Forms for completing both procedures are found on the College websites.

Because feedback, complaints and grievances are used to improve District services, processes, and procedures, communication between the constituent and the District is important and expected; therefore, anonymous forms are not accepted.

Constituent Grievance Procedure

The constituent grievance form should be completed by the constituent and should include a written summary of the situation and a proposed resolution. The grievance is to be resolved through the following steps:

1. The constituent is expected to make every reasonable effort to resolve the problem with the specified District employee/department, including meeting in person with the employee(s).
2. If no solution is reached between the constituent and the employee/department, the constituent may submit a grievance form. The grievance form must be submitted to the appropriate Unit Head or to his or her designee within 10 business days of the most recent meeting with the employee/department. The Unit Head (or designee) will review the grievance form, which may include meeting with the employee/department, and contact the constituent to discuss the grievance and/or schedule a meeting. Every attempt will be made for a timely resolution not to exceed 30 days of Unit Head receipt of the grievance, unless the specific details of the grievance warrant extended review. If such circumstances occur, the Unit Head or designee will communicate the reason for such delay to both the employee/department and constituent. The Unit Head (or designee) will make every attempt to resolve the grievance to the satisfaction of all parties involved, and will issue a written resolution statement to all parties.
3. If the resolution statement is not satisfactory to the constituent or to the specified employee/department, the grievance will be forwarded within 5 business days of the Step 2 decision to the IVCCD Chancellor. The decision of the Chancellor is final and ends the grievance process.

Constituent Feedback/Complaint Procedure

The District strives to deal with all constituents in a manner which is fair, efficient, and courteous. Constituent feedback and complaints are important to the improvement of District services.

Feedback or complaints that are unrelated to a grievance should follow these steps:

1. Complete the constituent feedback/complaint form found on the College websites. The feedback/complaint should pertain to a circumstance that occurred within the past 12 months. Feedback/complaints about circumstances that happened more than 12 months ago may or may not be valuable, and will not be considered actionable.
2. Submit the form. The form includes checkboxes for the constituent to indicate a) whether he or she wants to discuss the issue with a District representative and b) whether he or she would like to receive any verbal or written response to the feedback/complaint.
3. If the constituent is dissatisfied after submitting the form, he or she should contact the member of the District's Administrative Leadership Team with oversight over the relevant area to discuss the Constituent Feedback/Complaint Form in person.

After the resolution, all feedback and complaints, including the outcomes, are documented and shared with the Administrative Leadership Team to analyze and improve processes.

Constituents with concerns about the District's ability to meet the Higher Learning Commission (HLC) Criteria for Accreditation may submit a complaint to the [Higher Learning Commission](https://www.hlcommission.org/Student-Resources/complaints.html) (<https://www.hlcommission.org/Student-Resources/complaints.html>).

See also Board Policy 502