

Complaints are filed by individual departments with those elevating to the level of a formal complaint being submitted to the Dean's Office.

As indicated in the Student Handbook, student-to-faculty complaints, unless significant, are first addressed with the faculty member and Department Chair. These types of informal complaints are not included in this data.

The number of informal complaints included in this report reflects those from July 2012 through June 2013. A total of 29 complaints were reported, 22 of which were resolved, in FY2013. The following tables present information related to all reported complaints.¹

Table 1 - Number of Complaints by Type

	Student Services
7	Academic Grade
13	Academic/Non-Grade
	AA/EEO Harassment/Discrimination
	Criminal
	Finance
9	Title IX
2	Other
31	TOTAL

Table 2 - Number of Complaints Against

17	Faculty
2	Staff
3	Another Student
7	Other
29	TOTAL

The increased ability of individual departments (advising, financial aid, etc.) to resolve issues before the need to file an informal complaint became necessary resulted in no Student Services category complaints.

Faculty, staff, and students are more knowledgeable about reporting AA/EEO issues due to improvements in the reporting process, changes in mandates, and increased training and awareness. Therefore, they are reporting non-Title IX complaints confidentially to the AA/EEO Officer. The informal complaints resulting in AA/EEO investigations are not included in this report.

The increase in Title IX reporting may be due to mandated heightened awareness and training for staff and faculty on proper referrals and the reporting processes.

Table 3 - Number of Complaints by Action Taken

3	Referral to Academic Process-Student Handbook
2	Referral to AA/EEO Officer
	Referral to Student Services Dean/VP
	Referral to BHC Police
3	Referral to Academic Dean
2	Referral to appropriate President or VP for appeal
3	Resolve Issue
5	Referral to Title IX Coordinator
11	Other
2	Referral to Faculty/Dept
	None
2	Not Specified
33	TOTAL

Table 4 - Number of Complaints by Resolution

	Disciplinary
1	Mediation
1	Review of Code of Conduct
	Financial
6	Information provided/resources
4	Review of Student Handbook
4	Follow-up with student
2	Training
3	Other
11	Resolve Issue
	None
2	Closed - Not Specified
34	TOTAL

Due to process improvements in internal communications, there is an apparent increase in the number of issues resolved at the first (Table 3) and subsequent (table 4) levels of student contact. 50% of complaints were resolved without requiring additional actions. There is a continuing need for ensuring all Actions and Resolutions are documented and to improve the reporting of category Other for tracking purposes.

¹ Complaints with multiple options specified are included in the count for each option.