

The number of complaints included in this report reflects data gathered from April 2003 through June 2012. During this time period, informal complaints were handled at either the individual or the department level. Formal complaints were referred to the Dean, VP, or President level and logged using the Formal Complaint Process. Also prior to Fall 2011, when the Title IX investigation process was mandated, the Title IX complaints were embedded within the AA/EEO Complaint Process.

Also in Fall 2011, the process for logging informal complaints at the College was improved to better understand how informal complaints were managed college-wide. Therefore, the number of complaints classified as informal and included in this report was based on a review of the files prior to Fall 2011.

A total of 50 complaints were reported in this time period. The following tables present information related to all reported complaints.<sup>1</sup>

**Table 1 - Number of Complaints by Type**

|           |                                  |
|-----------|----------------------------------|
| 12        | Student Services                 |
|           | Academic Grade                   |
| 18        | Academic/Non-Grade               |
| 4         | AA/EEO Harassment/Discrimination |
| 4         | Criminal                         |
| 3         | Finance                          |
| 8         | Title IX                         |
| 5         | Other                            |
| <b>54</b> | <b>TOTAL</b>                     |

**Table 2 - Number of Complaints Against**

|           |                 |
|-----------|-----------------|
| 16        | Faculty         |
| 17        | Staff           |
| 12        | Another Student |
| 79        | Other           |
| <b>54</b> | <b>TOTAL</b>    |

The FY2012 files account for more than 20% of complaints included in the totals in this report as a result of the process improvement initiative to systematize the informal complaint process.

**Table 3 - Number of Complaints by Action Taken**

|           |  |
|-----------|--|
| 9         | Referral to Academic Process-Student Handbook      |
| 3         | Referral to AA/EEO Officer                         |
| 7         | Referral to Student Services Dean/VP               |
| 3         | Referral to BHC Police                             |
| 2         | Referral to Academic Dean                          |
| 5         | Referral to appropriate President or VP for appeal |
| 12        | Resolve Issue                                      |
| 7         | Referral to Title IX Coordinator                   |
| 6         | Other  |
|           | Referral to Faculty/Dept                           |
| 1         | None   |
| 2         | Not Specified                                      |
| <b>57</b> | <b>TOTAL</b>                                       |

**Table 4 - Number of Complaints by Resolution**

|           |                                |
|-----------|--------------------------------|
| 3         | Disciplinary                   |
| 1         | Mediation                      |
| 4         | Review of Code of Conduct      |
| 4         | Financial                      |
| 7         | Information provided/resources |
| 6         | Review of Student Handbook     |
| 4         | Follow-up with student         |
| 2         | Training                       |
| 16        | Other                          |
|           | Resolve Issue                  |
| 1         | None                           |
| 8         | Closed - Not Specified         |
| <b>56</b> | <b>TOTAL</b>                   |

The number of referrals to the appropriate department demonstrates an internal awareness of the college process. The large number of complaints that were able to be resolved demonstrates a willingness to hear the student and address the issue at the lowest most appropriate level.

<sup>1</sup> Complaints with multiple options specified are included in the count for each option.