

Continuing Education

Complaint Process - Discrimination

Complaint Process

The purpose of this procedure is to secure at the first possible level prompt and equitable resolution of a student complaint alleging discrimination on any basis prohibited by applicable law, including but not limited to, race, creed, color, national origin, gender, age, or disability. An unfounded complaint deemed to have been made in malice, dishonesty in the context of an investigation of a complaint, or retaliation against a person for making a complaint will be treated as serious offenses by Lone Star College System.

Informal Complaint

Complaints shall be processed in accordance with the following procedures:

1. Complaints shall be presented orally to the dean, director or civil rights administrator (CRA) about the situation that caused the complaint. The dean, director or CRA shall attempt to resolve the matter informally.
2. The informal decision rendered by the dean, director or CRA shall be deemed accepted by the student unless the student files a formal complaint in accordance with the following requirements.

Formal Complaint

If the student is not satisfied with the action taken at the informal level, the student may file a formal complaint in accordance with the following procedures:

1. The student shall, within sixty (60) days of when the student knew or should have known of the situation that caused the complaint, file a complaint in writing with the college Civil Rights Administrator (CRA). The written statement shall contain:
 - A detailed statement of the complaint and the evidence in its support, as applicable;
 - The specific district policy or procedure involved in the complaint, if any;
 - The specific remedy sought, if any;
 - The signature of the student.
2. The CRA shall promptly contact the student to set up a date and time for an investigative meeting. The student may have one individual present during the meeting, if desired. The CRA shall conclude any necessary investigation within thirty (30) days after receipt of the written complaint.

3. If the CRA concludes that the student's rights have been violated, the CRA shall send a written report of his or her findings to the College President. The President will determine the appropriate penalty for the student or employee whose conduct was the subject of the complaint.
4. The President will communicate with the student complainant and the person whose conduct was the subject of the complaint.