

# Continuing Education

## Complaint Process - Other

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### Complaint Process

The purpose of this procedure is to secure at the first possible level prompt and equitable resolution of a student complaint, excluding allegations of discrimination on any basis prohibited by applicable law, including but not limited to, race, creed, color, national origin, gender, age, or disability. Allegations of discrimination must be handled through the Complaint Process for discrimination. 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 director about the situation that caused the complaint. The director shall attempt to resolve the matter informally.
2. The informal decision rendered by the director 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 seven (7) days of when the student knew or should have known of the situation that caused the complaint, file a complaint in writing to the dean. 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 dean 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 dean shall conclude any necessary investigation within fourteen (14) days after receipt of the written complaint.