

# SVI INFORMAL/FORMAL STUDENT COMPLAINT REPORT



**COMPLAINANT INFORMATION** (Accusing Party) The person making the complaint is the complainant.

Your Name \_\_\_\_\_ Today's Date \_\_\_\_\_  
Office/Division \_\_\_\_\_  Staff  Faculty  Administrator  Student  
Phone/home \_\_\_\_\_ Phone/work \_\_\_\_\_ E-Mail \_\_\_\_\_

You are filing a student complaint. Please be aware that:

1. Your name (complainant) and the Basis for the Complaint will be shared with the respondent (charged party).
2. A copy of your written complaint may be made available to the charged party.

Date and Time of Incident \_\_\_\_\_ Location of Incident \_\_\_\_\_

**RESPONDENT INFORMATION** (Charged Party)-The person you are making the complaint against is the respondent.

Name \_\_\_\_\_ SID \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_  
Phone/home \_\_\_\_\_ Phone/work \_\_\_\_\_ E-Mail \_\_\_\_\_

## PROCESSING OF COMPLAINTS

1. Indicate the basis for the complaint on the other side of this form.
2. Describe: WHAT HAPPENED, WHY IT HAPPENED AND HOW IT HAPPENED. It is extremely important to be specific.
3. Submit the signed complaint report to the Executive Dean, SVI Complaints Officer, 2120 S. Jackson, Seattle, WA 98144, 206-934-4940.

This process is to be used for the processing and disposition of complaints by students (complainants) against college employees or other students.

A complaint is defined as a good faith claim, based on personal knowledge, that the employee (respondent) or student:

- a. has violated a specific legal or district requirement or has otherwise acted without reasonable care;
- b. on district property or during an event or activity that the district conducts, participates in, or sponsors,
- c. in a manner that had or has a significant detrimental effect on the complainant.

The Complaints Officer for SVI is the Executive Dean. The Complaints Officer will handle student complaints and be responsible for taking appropriate actions to try to resolve complaints.

### INFORMAL PROCESSING OF COMPLAINTS

1. Intended to facilitate prompt and amicable resolution of a complaint.
2. Student is encouraged to discuss the matter directly with the employee or student to attempt to resolve it.
3. If the complainant believes that discussion with an employee respondent will not achieve or has not achieved a satisfactory result, the complainant may communicate about the matter with the Complaints Officer.
4. The Complaints Officer shall within five days following the communication notify the respondent of the complaint.
5. The Complaints Officer shall within fifteen days meet or attempt to meet with the complainant and the respondent to attempt to resolve the complaint.
6. Informal process shall be deemed to be terminated if satisfaction is reached or the complainant files a timely formal complaint related to the same matter.

### FORMAL PROCESSING OF COMPLAINTS

1. To be considered under this formal process, a complaint must be filed with the Complaints Officer in writing within ninety days of when the complainant knew or reasonably should have known that he/she had cause for a complaint (exception is a grade complaint). The written complaint shall be designated as a complaint under WAC 132F-121-080 and shall fully specify the facts and other grounds on which it is based. The complainant should attach copies of relevant supporting documents when feasible.
2. Upon receipt of the complaint, the Complaints Officer shall determine whether it qualifies as such. If the Complaints Officer determines that it does not qualify as a complaint, the complainant should be notified to the effect within five days. The complainant may obtain a review of that notice of complaint disqualification by filing a written request with the Complaints Officer. Within five days of receiving this request for review, the Complaints Officer shall forward it, together with the complaint and other relevant documents, either to the Dean of Instruction (if determined to be an instructional matter) or to the Manager of Student Services (if predominately non-instructional in nature).
3. The reviewing administrator shall review the complaint and documentation, and render a written decision within fifteen days after receiving the complaint and documents.
4. The decision of the reviewing administrator shall be the final decision of the district on that complaint.

