

**Cañada College Learning Center
Procedure for Student Complaints Regarding Personnel**

Rarely, but on occasion, a student may complain to a Tutor or Staff member about another Tutor or Staff member employed in the Learning Center. In such an event, the following procedures shall be followed:

Abbreviations used below: LCM = Learning Center Manager
 APD = Assistant Project Director

Complaint About a Tutor

1. If a complaint about a Tutor is communicated to a Staff member, that Staff member shall prepare a brief written summary of the complaint, and shall submit it to the APD.
2. If a complaint about a Tutor is communicated to another Tutor, that Tutor shall inform the APD, who shall prepare a brief written summary of the complaint as described by the Tutor.
3. The APD shall inform the LCM of the complaint.
4. The APD or LCM shall inform the student that the student has the right to meet with the APD or LCM and tell her/him what happened. If such a meeting is held, the APD or LCM (as applicable) shall prepare a brief written summary of what the student claimed.
5. The APD or LCM shall meet with the Tutor named in the complaint, to discuss the complaint in full, including the Tutor's version of what happened.
6. The APD and LCM shall jointly determine in their discretion whether there should be a meeting including both the complaining student and the Tutor.
7. The APD or LCM shall prepare a brief written summary of the entire situation, summarizing both the student's complaint and the tutor's response, along with the APD's or LCM's assessment of the gravity of the complaint, the credibility of the student making the complaint, and measures to be taken, if any, regarding the Tutor. The APD or LCM may determine that no action of any kind need be taken regarding the Tutor, in which case the summary shall contain a statement of the reasons why no action was taken.
8. Measures to be taken regarding the Tutor, if any, shall be determined in the discretion of the APD and LCM, but may include any of the following: a meeting to counsel the Tutor about how to avoid such situations in the future; a formal warning regarding the Tutor's future behavior toward students; temporary suspension of the Tutor from tutoring activities; suspension of the Tutor from Tutoring activities for the duration of the semester; permanent suspension of the Tutor from tutoring activities. Any warning or suspension shall be reflected in a Student Assistant Warning Notice.
9. The APD or LCM shall inform both the Tutor and the complaining student of any measures take regarding the Tutor.
10. All reports prepared as specified above shall be maintained with the Tutor's Tutor Application.

Complaint About a Staff Member other than the LCM

1. If a student complaint about a Staff member other than the LCM is communicated to a Tutor or to another Staff member, the Tutor or Staff member receiving the complaint shall prepare a brief written summary of the complaint, and shall submit it to the LCM.
2. The LCM shall inform the student that the student has the right to meet with the LCM and tell her/him what happened. If such a meeting is held, the LCM shall prepare a brief written summary of what the student claimed. The LCM shall also inform the student that she/he has the option of filing a formal grievance with the College.
3. If the student elects to file a formal grievance with the College, then no further action will be taken by the Learning Center.
4. If the student does not elect to file a formal grievance with the College, the LCM shall meet with the Staff Member named in the complaint, to discuss the complaint in full, including the Staff Member's version of what happened.
5. The LCM shall determine in her/his discretion whether there should be a meeting including both the complaining student and the Staff member.
6. LCM shall prepare a brief written summary of the entire situation, summarizing both the student's complaint and the Staff member's response, along with the LCM's assessment of the gravity of the complaint, the credibility of the student making the complaint, and measures to be taken, if any, regarding the Staff Member. The LCM may determine that no action of any kind need be taken regarding the Staff Member, in which case the summary shall contain a statement of the reasons why no action was taken.
7. Measures to be taken regarding the Staff Member, if any, shall be determined in the LCM's discretion, but only in strict compliance with applicable rules of the College, the District and the CSEA.
8. The LCM shall inform both the Staff member and the complaining student of any measures taken regarding the Staff member.
9. All reports prepared as specified above shall be entered in the Staff member's personnel file.

Complaint About the LCM

1. If a student complaint about the LCM is communicated to a Tutor or to another Staff member, the Tutor or Staff member receiving the complaint shall prepare a brief written summary of the complaint, and shall submit it to the LCM.
2. The LCM shall forward the written summary to the Vice President of Instruction, who shall proceed as she/he sees fit.