

Odessa College Student Rights and Responsibilities Student Complaints Board Policy FLD (LOCAL) outlines the procedures for addressing written student complaints, due process, and the procedures used for resolution. This policy is also included in the Odessa College Student Handbook. The Student Handbook is published on the OC website and is accessible to all students and anyone with internet access. Student complaints are filed in accordance with this policy, except required by the policies listed below:

1. Complaints alleging discrimination or harassment based on race, color, gender, national origin, disability, age, or religion (Board Policy FFDB).
2. Complaints concerning retaliation relating to discrimination and harassment (Board Policy FFDA).
3. Complaints concerning disciplinary decisions (Board Policy FMA).
4. Complaints concerning a commissioned peace officer who is an employee of the College District (Board Policy CHA).

OC Board Policy FLD Local is designed to secure prompt and equitable resolution of student complaints at the first possible level, as students are encouraged to seek resolution informally prior to filing an official grievance or complaint. For example, if the complaint involves a problem with an instructor, policy requires the student shall discuss the matter with the instructor before requesting a conference with the department chair identified as Level One in the policy.

The policy includes four levels and specifically outlines requirements and timelines at each level. The policy outlines specifically that appeals at levels two (vice president), three (president), and four (board) require written complaints, statement and request, respectively. Additionally, students are entitled to representation at each level, and may seek assistance from campus personnel as appropriate. As such, the policy is accessible to all students regardless of mode or location of course delivery. To file a written complaint, students may complete the Unresolved Conflict/Complaint Form. As necessary, college personnel will facilitate the complaint process via email correspondence and/or telephone and are able to travel to the extension centers to conduct meetings.

Students may also submit written complaints through the Sexual Misconduct Report Form. With the Sexual Misconduct Report Form, students may file written complaints for any of the following categories of sexual misconduct:

- Sexual Assault
- Sexual Harassment
- Dating Violence
- Domestic Violence
- Stalking
- Sexual Exploitation
- Sexual Intimidation (Cyber-stalking, Indecent Exposure, etc.)
- The Sexual Misconduct Report Form initiates communication from one of the College's Title IX Coordinators:

Student Title IX Coordinator

Urisonya Flunder, Ph.D. | Executive Director of Student Life

Employee Title IX Coordinator

Lindsey Bryant | Director of Human Resources

Timeline for Complaints

Per FLD (LOCAL), the timeline for complaints at each level is as follows:

Level One: Complaints must be filed within 15 days of the date the student first knew, or with reasonable diligence should have known, of the decisions or action giving rise to the complaint or grievance. The appropriate administrator shall investigate as necessary and schedule a conference with the student within ten days after receipt of the written complaint. Absent extenuating circumstances, the administrator shall provide the student a written response within ten days following the conference.

Level Two: If the student did not receive the relief requested at Level One or if the time for a response has expired, the student may request a conference with the academic dean or dean of students to appeal the Level One decision. The appeal notice must be filed in writing, on a form provided by the College District, within ten days of the date of the written Level One response or, if no response was received, within ten days of the Level One response deadline. The Level Two administrator shall schedule a conference within ten days after the appeal notice is filed. The Level Two administrator shall provide the student a written response within ten days following the conference.

Level Three: If the student did not receive the relief requested at Level Two or if the time for a response has expired, the student may request a conference with the College President or designee to appeal the Level Two decision. The appeal notice must be filed in writing, on a form provided by the College District, within ten days of the date of the written Level Two response or, if no response was received, within ten days of the Level Two response deadline. The Level Three administrator shall schedule a conference within ten days after the appeal notice is filed. The Level Three administrator shall provide the student a written response within ten days following the conference.

Level Four: If the student did not receive the relief requested at Level Three or if the time for a response has expired, the student may appeal the decision to the Board. The appeal notice must be filed in writing, on a form provided by the College District, within ten days after receipt of the written Level Three response, or, if no response was received, within ten days of the Level Three response deadline. The College President or designee shall inform the student of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board. The Board shall then consider the complaint. It may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting. If for any reason the Board fails to reach a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level Three.

Definition of Days

Days shall mean College District business days. In calculating time lines under this policy, the day a document is filed is day zero. The following day is day one.

Untimely Filings

All time limits shall be strictly followed unless modified by mutual written consent. If a complaint form or appeal notice is not timely filed, the complaint may be dismissed, on written notice to the student, at any point during the complaint process. The student may appeal the dismissal by seeking review in writing within ten days from the date of the written dismissal notice, starting at the level at which the complaint was dismissed. Such appeal shall be limited to the issue of timeliness.

Complaint Oversight

The Vice President of Administrative Services is responsible for providing oversight of all Level Two and higher student grievances including maintaining all applicable student grievance records. A centralized record of all student grievances is housed in the in the Vice President of Administrative Services office via an electronic student grievance log. The electronic log is organized by year and contains the documentation from each student grievance.