



## Fox Valley Technical College

### Student Complaint/Grievance Resolution Procedure

Most complaints, grievances, or disciplinary matters should first be reported at the campus level, as this is the most efficient way to resolve Fox Valley Technical College (FVTC) related issues. The FVTC Complaint Form may be used to address the following, but is not limited to:

- Academic Concerns
- Behavior Concerns
- Personal Concerns
- Facility Concerns

Please fill out the formal complaint form at your earliest convenience to ensure that we are able to address your concerns in a timely manner.

Once the complaint form is submitted, within one (1) business day, the report will be routed to the appropriate college leader for resolution. While some variation may take place due to the complexity of the complaint lodged, in general, the following steps will be taken:

1. Once a complaint is submitted through the formal complaint/grievance process, the report will be routed as follows:

Complaint Type	Position
Facilities	Administrative Assistant – Facilities and Operations
Student Services or General Complaint	Associate Vice President – Student Services
Regional Center/Outreach	Associate Vice President – Regional Campuses
Safety or Security	Director, Security Services
Instruction	Appropriate Division Dean
Human Resources	Vice President, Human Resources
Sex-Based Discrimination	Title IX Coordinator
Non-Sex-based Discrimination	Equal Opportunity/Affirmative Action Officer
Disability-Related Discrimination	504/Disability Coordinator

2. Once the appropriate college leader has received the complaint, they will follow up with the individuals involved and come to a resolution. Complaints under the College’s Equal Opportunity policy or Sexual Misconduct Policy may be appealed via the process contained therein.
3. All actions and outcomes will be documented through the college’s Maxient software.

All questions or concerns related to the complaint/grievance procedure may be directed to the Associate Vice President of Student Services, Elizabeth Burns, at [burnse@fvtc.edu](mailto:burnse@fvtc.edu).