

## PROCEDURE 2.8.0: DISCRIMINATION GRIEVANCES

Sandburg's internal grievance procedure provides prompt, equitable and confidential resolution of complaints alleging discrimination on the basis of race, color, religion, gender (sex), sexual orientation, national origin, age, disability, veteran's status or status in any group protected by applicable federal and state laws.

Address any complaints emerging from the Galesburg campus, the Carthage campus or any other college operation to one of the following representatives:

### EMPLOYEE COMPLAINTS

Michelle Johnson, vice president of institutional resources  
Title IX Coordinator  
309.341.5258 / Galesburg / E209  
[mljohnson@sandburg.edu](mailto:mljohnson@sandburg.edu)

### STUDENT & COLLEGE-SPONSORED EVENT PARTICIPANT COMPLAINTS

Dr. Autumn Scott, vice president of student development  
Title IX Coordinator  
309.341.5422 / Galesburg / E112  
[anscott@sandburg.edu](mailto:anscott@sandburg.edu)

Should the person against whom the grievance is directed be one of the individuals listed above, the case will be handled by the other institutional contact.

## Grievance procedures

All students and employees have the right to file a grievance if they feel they've been wronged on the basis of one of the protected classes listed above. The college has both an informal and a formal process for filing a grievance. While most issues can be resolved through the informal process, there are circumstances where a formal process is warranted.

If at any point, information disclosed in either the formal or informal process, provides evidence showing a greater offense or risk to the community at large, the initial complaint will be resolved and an investigation regarding the new allegations will begin.

## **Informal process**

The informal process gives notice of a perceived wrong, which is informally addressed by the appropriate college staff. Sandburg doesn't determine whether the respondent has violated college policies or procedures.

College staff uses conflict-resolution techniques to attempt to resolve the concern brought forward. The staff member(s) speak only to those people whose involvement is necessary to facilitate a resolution to the grievance.

At times, this may include only the complainant and respondent. Sandburg attempts to reach a resolution to an informal complaint within 30 days of the filed complaint. This process is not a fact-finding endeavor. No investigation is involved, and there is, typically, no discipline as part of this process.

Students and employees have the right to move from the informal to formal process at any point of the informal process.

## **Formal process**

All parties concerned should make every reasonable effort to resolve the issue informally before pursuing the following formal complaint procedure:

1. A complaint must be submitted in writing, using the form provided by the institutional representative contact listed above, and contain the name and address of the complainant and a detailed description of the allegation(s) of discrimination.
2. A complaint must be filed as soon as possible, but not later than 45 calendar days after the time of the alleged discrimination or after the complainant has reasonably learned of the alleged discrimination.
3. An investigation, as may be appropriate and consistent with the institutional and legal requirements of confidentiality, is conducted by the institutional representative following receipt of a discrimination complaint. This procedure consists of thorough investigations affording all interested persons an opportunity to submit information and documentation regarding the complaint. Interested persons include the complainant and the person(s) against whom the allegation(s) of discrimination have been made, and their respective representatives, if any.
4. The investigation is completed, and a written report of its results is communicated to the complainant and other interested parties, generally within 60 calendar days of receipt of the written complaint.

5. The complainant can request a reconsideration of the complaint if dissatisfied with the determination of the institutional representative. The request for reconsideration will be made in writing within seven calendar days of the complainant's verified receipt of the written determination and will be submitted:
  - a. By employees to:  
Michelle Johnson, vice president of institutional effectiveness
  - b. By students and college-sponsored services and activities participants to:  
Dr. Autumn Scott, vice president of student development.

The person to whom the complainant has appealed has access to case-specific and relevant information, will inquire as necessary and appropriate into the case, and will make a determination and inform the complainant of such within 30 calendar days of receipt of the request for reconsideration.

6. The complainant who is dissatisfied with the decision may appeal that determination in writing to the office of the president within seven calendar days of receiving the decision. The complainant will specify what remedy is requested, how the process has been violated and/or why the decision reached is incorrect. Within 14 calendar days of receipt of the appeal, the office of the president reviews the decision to determine if there was compliance with stated procedures, whether the process was fair and equitable, and if the outcome satisfies due process. A written determination is issued to the complainant and other interested parties.
7. The complainant has the right to file a complaint with the appropriate state or federal agency. The right of a person to a prompt and equitable resolution of a complaint submitted isn't impaired by the person's pursuit of other external remedies. This process neither supersedes nor preempts an existing contract governing conditions of employment at this institution.
8. Retaliation against any person who files a complaint of discrimination, participates in an investigation, or opposes a discriminatory employment or educational practice or policy is prohibited under college policy, and by state and federal law.

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