2.4 - Complaint Processes

Complaint Processes focuses on collecting, analyzing and responding to complaints from students or key stakeholder groups.

2P4: PROCESSES

Describe the processes for collecting, analyzing and responding to complaints from students and stakeholder groups. This includes, but is not limited to, descriptions of key processes for the following:

- x Collecting complaint information from students
- x Collecting complaint information from other key stakeholders
- x Learning from complaint information and determining actions
- x Communicating actions to students and other key stakeholders
- x Selecting the tools, methods and instruments to evaluate complaint resolution

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the [Public Relations web page](#) and the [LCCC homepage](#). Complaints received though any means are routed to the appropriate office for review, documentation, and duties.

The process specifically for grade-related student complaints is established by [Policy 2.16](#) and [Procedure 2.16P](#).

 2P4b. Collecting complaint information from other key stakeholders

LCCC's process for collecting complaint information from other key stakeholders is identical to the process for students. Formal and informal complaints from other key stakeholders may be received via website feedback forms, phone calls, in person conversations, and emails. Minor issues are resolved at the lowest level possible at the discretion of the office that receives them, informal and formal complaints from key stakeholders are entered into Maxient, ensuring compliance with [Policy 9.7](#) and [Procedure 9.7P](#). Complaints are routed through Maxient to the individual(s) responsible for addressing the complaint and documenting a resolution.

2P4c. Learning from complaint information and determining actions

Referenced above, Policy 9.7 and Procedure 9.7P also establish the process for learning from complaint information and determining actions. The College uses Maxient to collect, categorize, route, and manage all complaints centrally. With complaints management now fully centralized, the College has the ability to objectively analyze complaint information and to address larger campus issues systematically. This process is based on continuous assessment principles to create a holistic system of using complaint information to drive improvements that are intentional and contribute to alignment of programs and services to meet needs.

2P4d. Communicating actions to students and other key stakeholders

Referenced above, Policy 9.7 and Procedure 9.7P also establish the process for communicating actions to students and other key stakeholders. Specifically, the policy and procedure include how complaints will be logged, timelines for addressing issues, the individuals responsible for addressing complaints, and how results are communicated to the complainant. The procedure further details the assessment and evaluation of complaints to contribute to continuous improvement.

2P4e. Selecting the tools, methods and instruments to evaluate complaint resolution

Referenced throughout this section, Policy 9.7 and Procedure 9.7P require a central and predictable storage and maintenance of complaints and outcomes using Maxient, a web-based system that was already used for student conduct and campus safety incident reporting. The tool selection process tool included an examination of current practices of the various offices that traditionally receive complaints as well as a review of other available products; this is the College's standard process for selecting software tools. (See sections 5.2 and 5.3.)

2R4a. Summary results of measures (include tables and figures when possible)

Since 2014, the College has been utilizing Maxient to maintain and track complaints. A summary of data regarding complaints received from August 2014 to August 2018 identifies the following