

<b>Title of Policy</b>	<b>Student Feedback and Concerns</b>
<b>Policy Number</b>	2.4.9
<b>Effective Date</b>	September 2022

## **PROCEDURAL FAIRNESS GUIDELINES FOR EMPLOYEES**

**Follow the College’s Investigations Policy and Procedures to ensure procedural fairness for all formal complaints.**

**The following guidelines are provided to assist employees in receiving and responding to informal concerns when they are raised by students.**

- Receive feedback, concerns, and complaints with an open mind and intent to find fair and reasonable resolutions. Approach the conversation with a sense of curiosity and listen to understand the issue and perspectives.
- Always remember that, like yourself, the student involved in the complaint has rights which must always be respected.
- Maintain confidentiality and privacy of all those involved, according to the guidelines established in the Investigations Policy and Procedures.
- Be aware that addressing concerns and complaints can be stressful for all involved parties. Any student(s) and/or employee(s) may want someone with them for emotional support during any meetings. This person should not speak for them or represent them.
- Respond to a student(s) concern in a timely manner by acknowledging receipt of their concern, setting up a meeting, and providing a response.
- Always maintain a professional tone in all communications and take a break or ask for help if the situation escalates.
- If additional information or facts come to light as you consider the concern, offer these to the student(s) and provide an opportunity for them to respond and clarify information as needed.
- If you are responding to the informal concerns of the student(s) about an employee or service area, you must remain impartial and ensure you are free of bias. Engage another decision maker if there is any conflict of interest or potential for bias.
- Ask the student(s) what their ideas are for a productive resolution to their concerns.
- After hearing and exploring the student(s) concerns and any related facts, carefully consider your response and provide the student with your response/decision along with an explanation of the reasons for your decision.
- Notify the student of any relevant policy and offer referrals to services and supports as needed.