

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:

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

2R4: RESULTS

What are the results for student and key stakeholder complaints? The results presented should be for the processes identified in 2P4. All data presented should include the population studied, response rate and sample size. All results should also include a brief explanation of how often the data is collected, who is involved in collecting the data and how the results are shared. These results might include:

- Summary results of measures (include tables and figures when possible)
- Comparison of results with internal targets and external benchmarks
- Interpretation of results and insights gained

2I4: IMPROVEMENT

Based on 2R4, what process improvements have been implemented or will be implemented in the next one to three years?

Responses

2P4a. Collecting complaint information from students

LCCC's process for collecting complaint information (other than grade appeals) from students is established by [Policy 9.7](#) and [Procedure 9.7P](#), which provide avenues for students to communicate complaints and outline complaint resolution processes. Student complaints may be made in person, via phone or e-mail, or online using the [Complaints and Grievances Form](#) on the LCCC website. Complaints are documented, categorized, and managed in a centralized complaint management system, Maxient. Additionally, online complaints may be submitted on

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

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 information: date complaints were received, campus location where complaints occurred, the nature of the complaint, actions taken to address and resolve the complaint, the date complaint cases were closed, and whether or not complaints filed violated College policy.

2R4b. Comparison of results with internal targets and external benchmarks

At this time no internal or external benchmarks have been identified; however, complaint numbers have decreased over time. Over the past four academic years, the College received, on average, seven complaints. Because reporting, documenting, and categorization of complaints have not been consistent across all complaint avenues, benchmarking would not have been valuable. With the new consistency built into reporting, documenting and categorizing internal benchmarking will be possible.

2R4c. Interpretation of results and insights gained

As more complaints are logged and more College entities use Maxient for tracking and documentation, the College has a clearer picture of complaints and resolution than ever before. Reporting and documenting have improved. In most cases, however, the volume of complaints in any single area is not of a size, and varies by so much each year, that overall systemic problems have not been identified for rectification. Given increased opportunities for students and stakeholders to submit complaints, the College has received fewer reports over time.

2I4. Based on 2R4, what process improvements have been implemented or will be implemented in the next one to three years?

Recent process improvements include (1) fully utilizing Maxient to document, manage, and assess informal and formal complaints, and (2) providing systematic internal and external training to employees impacted by complaint processes to improve utilization of this database.

Improvements to be implemented in the next one to three years include:

- Strengthening and systematizing analysis of complaint information so that more institutional learning is realized. The Office of Institutional Effectiveness will assist in these efforts.
- Establishing internal benchmarks to monitor the effectiveness of the complaint processes.