



## ADMINISTRATIVE REGULATION AND PROCEDURE

Title: PROCESS FOR REVIEWING COMPLAINTS	Code: CC0202
Policy Reference: C0200, C0701	Original Adoption: 02/01/24 Revised/Reviewed: 02/28/25 Effective: 07/01/24

Milwaukee Area Technical College is committed to creating and maintaining a complaint procedure that is transparent, objective, and adheres to relevant laws, regulations, and Board policies including C0200 and C0701. Clear documentation, communication, and confidentiality are essential for ensuring a fair and effective complaint resolution process.

The following overview of the complaint process was developed collaboratively by members of the Office of Human Resources, the Office of General Counsel, Student Complaints Administration, and the Office of Judicial Affairs. This process will be reviewed (see #7) by March 1 of each year for improvement purposes.

### 1. Communicate Complaint Submission Process with Employees and Students

- A. Throughout the year, Complaint Officers will ensure the following:
- Promoting multiple channels for submitting complaints, such as the online Maxient form, [matchumanresources@matc.edu](mailto:matchumanresources@matc.edu); [titleix@matc.edu](mailto:titleix@matc.edu); or in-person reporting, and the types of complaints that can be reported (e.g., discrimination, harassment, policy violations, academic grievances, workplace issues) via the Week Ahead and/or HR Newsletters for employees and online in the Student Code of Conduct for students.
  - All forms are available online and have accessibility options.
  - Allowing for anonymous reporting and ensuring the identity of the complainant is protected if desired
  - Requiring basic information in the complaint form, such as the names of the parties involved, dates, locations, and a detailed description of the incident(s); anonymously filing the complaint may limit the ability for action.

### 2. Intake and Initial Review (see [Centralization of Incoming Complaints Process](#))

- A. Appropriate Complaint Officer (depending if complaint comes employee or student) may conduct initial review of submission (when needed due to lack of information) to determine the nature and severity of the complaint as well as any immediate actions that may be necessary (e.g., temporary suspension, separation of parties, safety measures) and acknowledges receipt of the complaint within 1-2 business days, noting one of the following three actions:
- For academic complaints, a complaint is referred to Academic Leadership (Dean or Associate Dean) for follow up. Academic complaints may be completed sooner; with an emphasis on addressing time-sensitive matters expeditiously. Interim measures like class changes may be implemented. This process does not include grade appeals which are generally completed in 2 weeks
  - For student conduct complaints, complaint is referred to the Office of Judicial Affairs
  - For other student or employee complaints that do not rise to the level of a formal investigation, complaint is referred to employee or student Ombuds Office for resolution;



## ADMINISTRATIVE REGULATION AND PROCEDURE

Title: PROCESS FOR REVIEWING COMPLAINTS	Code: CC0202
Policy Reference: C0200, C0701	

- d. For other student and employee complaints that do meet the criteria for formal investigation, a reference number and contact information for the assigned investigator or HR representative is included in the acknowledgment.
- B. For formal investigations, the complaint is categorized (e.g., discrimination, harassment, workplace conflict, Employee Handbook or policy violation) and the appropriate investigation process and policies to follow are determined.

### 3. Investigation

- A. Complaint Officer assigns a trained, impartial investigator or investigation team to gather relevant information and evidence. Assigned investigator may be internal or external (outside legal counsel).
- B. The assigned investigator(s) creates a case file in Maxient.
- C. The investigator(s) reaches out to the complainant to schedule the fact-finding meeting and includes the [employee advocate guidelines](#). If the complainant does not respond, after multiple attempts to reach, within 15 work days from the date of submission, the investigator can either close out the complaint, or investigate the matter with the information that has been provided and may make a final determination.
- D. The investigator(s) interviews the complainant, the accused party, and any witnesses or relevant parties individually and in a private setting. The investigator(s) reviews any documents, emails, text messages, social media posts, or other materials related to the complaint.
- E. The investigator(s) collects and preserves any physical evidence, if applicable.
- F. The investigator(s) maintains detailed documentation throughout the investigation process, including interview notes, evidence logs, and chronological records of events.
- G. The investigator(s) ensures that the investigation is conducted promptly, typically within 60-90 days, depending on the complexity of the case.

*The investigator should explain that the outcome does not guarantee grade/class changes - please refer to the grade appeal process.*

### 4. Findings and Recommendations

- H. Based on the investigation and evidence gathered, the investigator(s) determines if the complaint is substantiated or unsubstantiated.
  - a. If the complaint is substantiated, the investigator(s), (in collaboration with the supervisor) recommends\* appropriate corrective actions or disciplinary measures according to established policies and procedures (e.g., termination, suspension, training, counseling, policy changes).
  - b. The investigator(s) prepares a comprehensive final report documenting the findings, recommendations, and supporting evidence and submits this report to the VP of Human Resources (HR) and the Office of General Counsel (OGC) for final review to ensure compliance with policies and regulations.
  - c. Once approved by VP-HR and OGC, the investigator(s) reviews the report with relevant stakeholders (complainant and respondent) (see #5 below)



## ADMINISTRATIVE REGULATION AND PROCEDURE

Title: PROCESS FOR REVIEWING COMPLAINTS	Code: CC0202
Policy Reference: C0200, C0701	

- d. If not approved, the final report returns to the investigator for follow up and resubmission for approval.

### 5. Resolution and Communication

- e. Investigator(s) will resolve and close out the complaint process with activities including but not limited to:
  - a. Complaint and respondent will receive complaint outcome summary.
  - b. Investigator(s) and supervisor will have a meeting with the complainant or respondent if disciplinary action is to take place.
    - i. Providing clear explanations for the findings and the rationale behind the decisions made.
    - ii. Implementing corrective actions or disciplinary measures promptly and consistently.
  - c. Offering support resources, such as counseling, mediation, or training, to the involved parties as needed.
- f. The investigator(s) maintains confidentiality throughout the process, sharing information only with those who have a legitimate need to know.
- g. All participants involved in the investigative process (including witnesses) will receive a complaint closed notice.

### 6. Request to Reopen Complaint\*

#### A. Request to reopen - Complainant

In accordance with Administrative Regulation & Procedure CC0200 (Process B), the investigation into a complaint may only be re-opened based upon "an extraordinary determination." A decision to re-open an investigation must be based on one of the following: (a) new evidence which was not available or unknown at the time of the investigation, or at the time the findings were made, that could substantially impact the original investigation or findings; or (b) a procedural error or omission, or material deviation from established procedures that could substantially impact the original investigation or findings. The decision to re-open is at the sole discretion of the College's Title IX Coordinator or designee - Applicable to Title IX or Title VII Complaints only.

#### B. Request to appeal Discipline - Respondent

Respondent may appeal through the disciplinary appeal process

#### C. Appeal Student/Employee - See Student Employee Complaint Process

*\*Complainant or respondent has 10 business days to submit a request to re-open. Requests to reopen are emailed to [generalcounsel@matc.edu](mailto:generalcounsel@matc.edu).*



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## ADMINISTRATIVE REGULATION AND PROCEDURE

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### 7. Monitoring and Continuous Improvement

- D. In collaboration, the Office of Human Resources and the Office of General Counsel will monitor the effectiveness of the complaint resolution process with the following steps:
  - A. General Counsel will conduct a monthly review of Maxient reporting with tracking metrics such as the number of complaints received, resolution times, and outcomes
  - B. Collecting feedback from involved parties (e.g., complainants, accused parties, investigators) to identify areas for improvement in the process
  - C. Reviewing and updating any policies, procedures, and training materials as revealed in investigations
  - D. Reviewing all complaint-related policies and procedures to ensure compliance with laws and best practices annually
  - E. Offering ongoing training and awareness programs for employees, students, and investigators on the complaint resolution process, policies, and relevant laws and regulations.

Responsible Office(s)                   Office of General Counsel  
  Office of Human Resources