



## Fox Valley Technical College

### Concerns / Complaint Resolution Procedure

Fox Valley Technical College is committed to providing a positive environment and values continuous improvement of our programs, services, and processes. Should a concern arise, please attempt to resolve the matter with the people involved. If desired, please share your concern or complaint through the form. The FVTC Complaint Form may be used to address issues or concerns that are unsatisfactory. Examples may include experiences or feedback for facilities and grounds, services, classroom, staff or other interactions of concern.

Please complete the formal concern/complaint form at your earliest convenience to ensure concerns are addressed in a timely manner. Forms submitted anonymously will not receive any contact follow-up.

Within 3 business days of submission, the appropriate college leader will contact the submitter to address the concern. While some variation may take place due to the complexity of the concern/complaint lodged, in general, the following steps will be taken:

1. Once a concern/complaint is submitted, the report will be routed as follows:

<b>Complaint Type</b>	<b>Position</b>
Facilities	Administrative Assistant – Facilities and Security
Student Services or General Complaint	Vice President for Student Success
Regional Center/Outreach	Vice President for Access, Community Engagement and Regional Operations
Safety or Security	Manager of Campus Security
Instruction/Teaching Related	Appropriate Division Dean
Human Resources	Director of Culture, Talent, Learning & Development
Other	Appropriate Personnel

2. Once the appropriate college leader has received the complaint, they will follow up with the individuals involved and address the concern.
3. All actions and outcomes will be documented through the college’s Maxient software and reviewed quarterly to determine opportunities for institutional improvement.

Questions related to the concerns/complaint procedure may be directed to the Vice President for Student Success, Beth Burns, at [Beth.burns2248@fvtc.edu](mailto:Beth.burns2248@fvtc.edu).