

**Manhattan Area Technical College  
Institutional Policy and Procedure Manual**

**Policy No. 3.7.4**

|  |               |
|--|---------------|
| <b>Title: General Complaint and Grievance Policy</b> (Supersedes Policies 4.3.3 and 7.1.3) |               |
| Originated by: President/CEO   | Date 07/01/14 |
| Signature  |               |
| Approved by:   |               |
| Signature _____  | Date _____    |
| Reviewed on:   | Revised on:   |

**NOTE: This policy includes the Complaint and Grievance Policy forms that must be used when making a complaint or filing a formal grievance. The form begins on Page two (2).**

Purpose: Manhattan Area Technical College administration, faculty, and staff attempt, in good faith, to resolve complaints and problems as they arise, in a timely manner and at the lowest possible level. However, if a matter remains unresolved, the purpose of the grievance procedure is to provide a process for resolving complaints between students, faculty, and staff. These procedures apply to all complaints including but not limited to, academic issues, student services or administrative concerns, and working conditions. For matters involving any form of discrimination or harassment refer to MATC Policies 3.7.1, 3.7.2, or 7.1.1.

*NOTE: If a complaint or grievance is covered by the grievance provisions of the Faculty Negotiated Agreement (7.7.0), the procedures found within the Negotiated Agreement will be used to resolve those issues.*

Definition: A grievance is a written claim raised by a student, faculty member, or staff member alleging improper, unfair, arbitrary, or discriminatory action or omission by an employee of the College.

Policy: Students and employees of Manhattan Area Technical College have the right to pursue timely, legitimate grievances against other members of the college community. Therefore, the administration shall establish, publish, and follow a procedure that delineates the rights and responsibilities of the aggrieved party and the college employee or student against whom a grievance may be lodged. The procedure shall provide for adequate time to file and investigate allegations, for individuals to present information or evidence in support of his/her positions, and for any party directly involved in a grievance to pursue an appeal of an adverse decision.

*NOTE: This procedure also applies to Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act.*

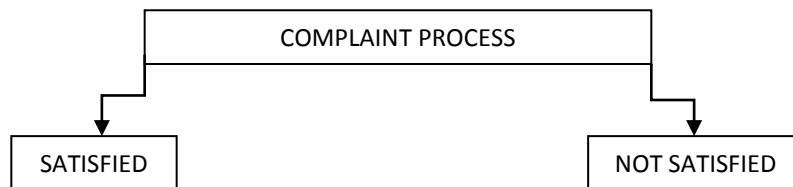
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Students and employees of the Manhattan Area Technical College may file a complaint without fear of reprisal. Any individual who supplies false or misleading information in conjunction with a complaint or anyone who attempts to harass, intimidate, or retaliate against an individual for filing a complaint or for providing information in connection with a complaint filed under this procedure will be subject to disciplinary action consistent with the provisions on the college's disciplinary policy.

Process: To assure fair consideration of all complaints and grievances for individuals involved, a process for review and appeal to higher levels of authority have been established.

|           |            |                |               |
|-----------|------------|----------------|---------------|
| Last Name | First Name | Middle Initial | Date          |
| Address   |            |                | Email Address |
| City      | State      | Zip Code       | Phone Number  |



Return to: President's Office  
3136 Dickens Avenue, Manhattan, KS 66503

**Complaint Process** *(must be completed prior to moving on to the Formal Grievance Process)*

Any individual, who believes that a wrong has incurred, should try to resolve the problem through consultation with the individual(s) involved as soon as is reasonably possible. In most cases, the Complaint Process must be completed prior to moving on to the Formal Grievance Process. Exceptions must be approved by the appropriate Office of Primary Responsibility (OPR):

Describe how you completed the Complaint Process:

With whom did you speak and when:

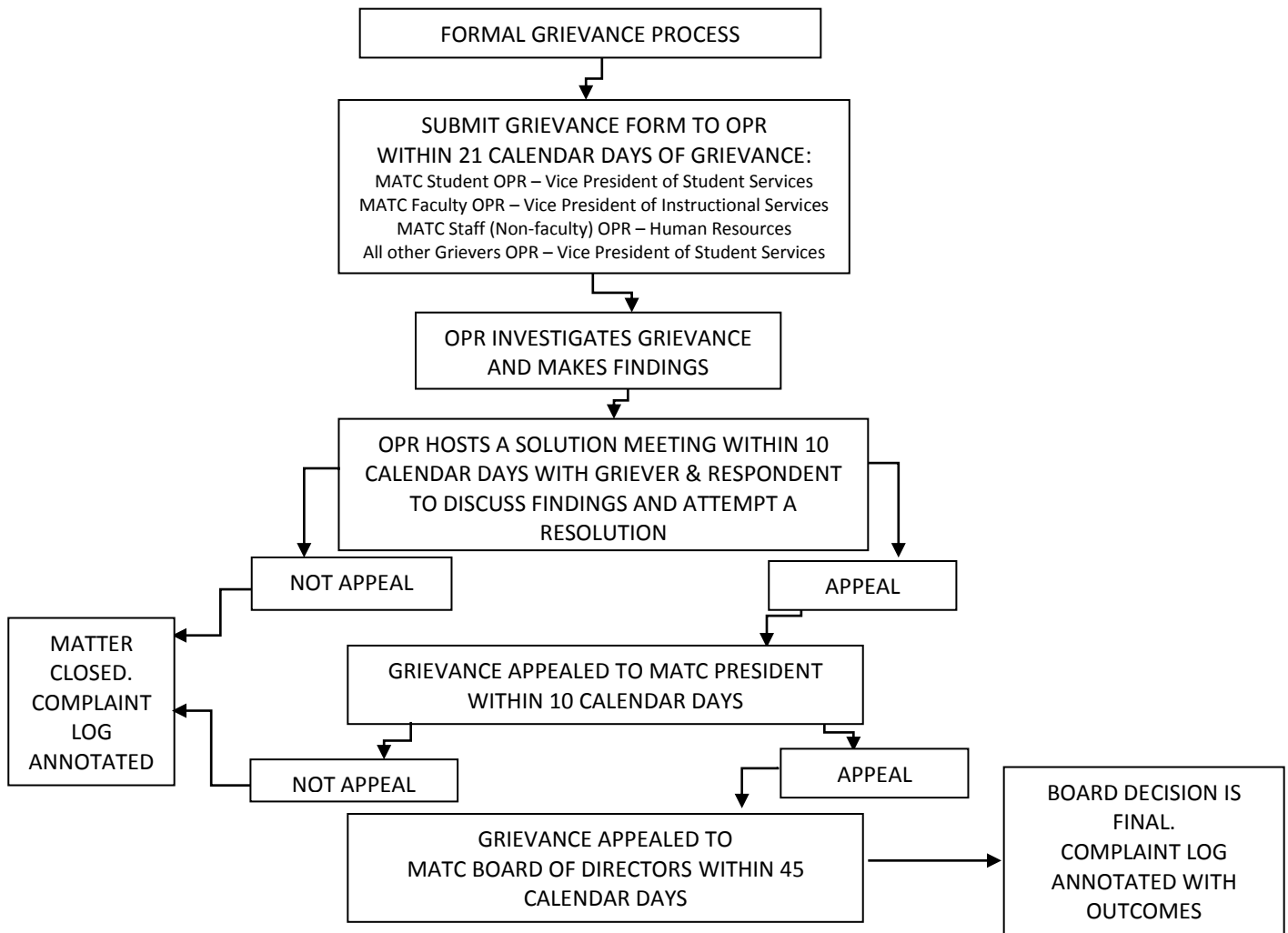
Describe what you discussed (include what you believe the problem to be):

Briefly describe why you do not feel the problem was, or was not, resolved:

**Was the complaint resolved?** \_\_\_\_\_ yes \_\_\_\_\_ no

**Formal Grievance Process**

Once you have made an attempt to resolve your complaint through discussion, if you are not satisfied with the outcome, you may begin the formal grievance process. A formal grievance should be filed with the appropriate Office of Primary Responsibility (OPR) not more than 21 days after the act(s) in question occurred. He/she may help you fill out the Formal Grievance questions (Page four (4)) and will make a determination if your concern is truly a grievance as defined by policy or not. If it is, he/she will begin the investigation process after you turn in the form. The OPR will have up to 10 days to investigate and schedule a solution meeting. Please note, if your grievance is with your assigned OPR, you may meet with the College President to begin a formal grievance.



NOTE: Time limits will be suspended while personnel are off contract and will resume when they return to duty.

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Briefly describe your grievance, including who is involved (including any witnesses), when it occurred, and what occurred and what policy/procedure should be reviewed (attach additional sheets if necessary):

Describe your requested outcome, specifying the solution/action you want taken (attach additional sheets if necessary):

Please note that the Office of Primary Responsibility has the responsibility to determine if a complaint is a grievance or not.

**Any complaint made about employees of the college may result in an internal investigation, the contents of which may not be made public, even to the person originating the grievance complaint in order to protect the rights of the accused party. Every attempt will be made to hold information obtained and actions taken as a result, as confidential.**

**In submitting this form, I the undersigned, acknowledge that I may be held liable for any false statement, up to and including a discontinuation of association with the Manhattan Area Technical College.**

\_\_\_\_\_  
Grievant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Office of Primary Responsibility Signature (signature affirms having met with grievor to discuss grievance)

\_\_\_\_\_  
Date

**Office of Primary Responsibility Notes:**

**Is this a Grievance as defined by the Grievance Policy?    \_\_\_\_\_ yes    \_\_\_\_\_ no**

**Recommended Next Steps:**

**Office of Primary Responsibility investigation results, including who he/she met with and when, and what was discussed:**

(Attach notes)

**Action taken as a result:**

(Attach notes)

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