

Carl Sandburg College has adopted an internal grievance procedure providing prompt, equitable, and confidential resolution of complaints alleging discrimination on the basis of race, color, religion, gender (sex), sexual orientation, national origin, age, disability, or veteran's status, or status in any group protected by applicable federal and state laws.

Complaints emerging from the Galesburg Campus, the Branch Campus in Carthage or any other operation of the College should be addressed to Gina Krupps, Director of Human Resources, for employee complaints or Rick Eddy, Director of Admissions & Records/Title IX Coordinator, for student complaints and those who are participating in College-sponsored services and activities. Both are located at Carl Sandburg College, 2400 Tom L. Wilson Blvd., Galesburg, IL 61401, telephone number 309.344.2518. Should the person against whom the grievance is directed be one of the individuals listed above, the case shall be handled by the other institutional contact.

### Grievance Procedures

All students and employees have the right to file a grievance if they feel that they have been wronged on the basis of one of the protected classes as listed above.. The college has both an informal and a formal process for filing a grievance. While most issues can be resolved through the informal process, there are circumstances where a formal process is warranted.

If at any point, information disclosed in either the formal or informal process, provides evidence showing a greater offense or risk to the community at large, the initial complaint will be resolved and an investigation regarding the new allegations will begin.

### Informal Process

The goal of the informal process is to give notice of a perceived wrong, which is informally addressed by way of the appropriate College staff. Sandburg does not make a determination as to whether the respondent has violated College policies or procedures.

College staff will use conflict resolution techniques to attempt to resolve the concern brought forward. The staff member(s) will only speak to those people whose involvement is necessary to facilitate a resolution to the grievance

At times, this may include only the complainant and respondent. Sandburg attempts to reach a resolution to an informal complaint within 30 days of the filing of the complaint. This process is not a fact-finding endeavor. No investigation is involved and there is, typically, no discipline as part of this process.

Students and employees have the right to move from the informal to the formal process at any point of the informal process.

### Formal Process

All parties concerned should make every reasonable effort to resolve the issue informally before pursuing the following Formal Complaint Procedure:

1. A complaint must be submitted in writing, using the form provided by the institutional representative contact listed above and contain the name and address of the complainant and a detailed description of the allegation(s) of discrimination.
2. A complaint must be filed as soon as possible, but not later than forty-five (45) calendar days after the time of the alleged discrimination or after the complainant has reasonably learned of the alleged discrimination.
3. An investigation, as may be appropriate and consistent with the institutional and legal requirements of confidentiality, shall be conducted by the institutional representative following receipt of a discrimination complaint. This procedure consists of thorough investigations affording all interested persons an opportunity to submit information and documentation regarding the complaint. Interested persons shall include the complainant and the person(s) against whom the allegation(s) of discrimination have been made, and their respective representatives, if any.
4. The investigation shall be completed and a written report of its results communicated to the complainant and other interested parties, generally within sixty (60) calendar days of receipt of the written complaint.

5. The complainant can request a reconsideration of the complaint if dissatisfied with the determination of the institutional representative. The request for reconsideration shall be made in writing within seven (7) calendar days of the complainant's verified receipt of the written determination and shall be submitted by employees to Connie Thurman, Dean of Institutional Effectiveness/Human Resources, and by students and those participating in College-sponsored services and activities to Steve Norton, Vice President of Student Services. The Dean or Vice-President to whom the complainant has appealed shall have access to case specific and relevant information, inquire as necessary and appropriate into the case, and shall make a determination and inform the complainant of such within thirty (30) calendar days of receipt of the request for reconsideration.
6. The complainant who is dissatisfied with the decision of the aforementioned Dean or Vice President may appeal that determination in writing to the Office of the President within seven (7) calendar days of receiving said decision. The complainant shall set forth with particularity what remedy is being sought, how the process has been violated, and/or why the decision reached is incorrect. Within fourteen (14) calendar days of receipt of the appeal, the Office of the President shall review the decision to determine that there was compliance with stated procedures, that the process was fair and equitable, and that the outcome satisfies due process. A written determination shall be issued to the complainant and other interested parties.
7. The complainant shall be informed of the right to file a complaint with the appropriate state or federal agency. The right of a person to a prompt and equitable resolution of a complaint submitted hereunder shall not be impaired by the person's pursuit of other external remedies. This process shall neither supersede nor preempt an existing contract governing conditions of employment at this institution.
8. Retaliation against any person who files a complaint of discrimination, participates in an investigation, or opposes a discriminatory employment or educational practice or policy is prohibited under college policy, and by state and federal law.

OFFICE USE ONLY

Date Received:

**Carl Sandburg College**  
**DISCRIMINATION GRIEVANCE FORM**  
**Procedure 2.10.0.1**

This form is to be used for filing a complaint alleging discrimination on the basis of race, color, religion, gender (sex), sexual orientation, national origin, age, disability, veteran's status, or status in any group protected by applicable federal and state laws.

Please respond to each of the following items:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number(s) Include Area Code: \_\_\_\_\_

Student ID Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

What is the specific incident(s) that has caused you to file a discrimination grievance? Please describe in detail information including persons involved, dates, places, witnesses and, if applicable, any college activity(ies) involved.

Date(s) when alleged incident(s) first occurred:

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|-------|-----|------|
| Month | Day | Year |
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Did you attempt to resolve the complaint by contacting the individual(s) against whom the grievance is directed?

Describe the steps taken to resolve the complaint and the result of those steps. Include persons involved, times, dates, places, and witnesses.

I understand that submission of this form grants the designated college official my permission to conduct a full investigation of the above complaint. This investigation may involve review of confidential documents and interviews with relevant persons, including college employees and other witnesses.

Signature \_\_\_\_\_

Witness \_\_\_\_\_

Date \_\_\_\_\_