

Student Reporting a Concern, Incident, Grievance, or Hazard and/or Making a Complaint

Students may lodge a complaint or report a concern, incident, grievance, or hazard by communicating such with a College official (any viable form of communication will be accepted) or making a report via a web form on the College's website at <https://www.cncc.edu/about-cncc/consumer-information/campus-safety/forms/incident/>. Any College official (considered any person who is employed by the College) who receives a complaint, or knows of an incident or other concern, is to inform the Safe Campus Coordinator (any viable form of communication will be accepted), who will then submit the complaint or report the situation/incident through the reporting form on the College's website. The reporting form feeds into a confidential database where all complaints, concerns, incidents, grievances, and hazards are logged and accessed by the Safe Campus Coordinator, Human Resources, Title IX Coordinator and Vice President of Student Services and VPSS designees.

A complaint is, by definition, any issue a student has about any process or service provided by the College and/or incident or concern that should be reported to the College, and includes, but is not limited to anything from poor service of a College department, sexual misconduct, or a threat from another student. Each report is reviewed by the Safe Campus Coordinator, and the College authority that is responsible for handling such type of complaint, concern, or incident is confidentially notified as promptly as possible based on the circumstances. Each report is kept in an open status until the College Security and Emergency Management Coordinator or designated college official has determined what actions should be taken. Once the appropriate action has been determined and taken the report will then be closed.

In order to effectively respond to these reports CNCC has established a Crossing Points Team. The CPT meets as needed with a minimum meeting once a quarter. The team consists of representations from Safe Campus Coordinator, Human Resources, Title IX Coordinator and Vice President of Student Services and VPSS designees. This team serves as a review team to make sure concerns and complaints are address in an appropriate manor and time scale.

For IT or Maintenance Concerns/Needs please contact the Director of IT/Facilities or create and submit a CNCC IT Helpdesk Ticket. This can be done at <https://helpdesk.cncc.edu/>

For any questions or concerns please contact the Vice President of Student Services: John Anderson 970 824 1110 or john.anderson@cncc.edu