

# General Rule on Filing Deadlines

If the last date for filing a document under this procedure falls on a Saturday, Sunday, or legal holiday, the date of the first business day following the respective Saturday, Sunday, or legal holiday shall be considered the deadline date.

## **ACCS Formal Complaint Process**

**\*\*This process should not be used to initiate an ADA complaint. Complaints of this nature should be filed with the designated local ADA representative at the local college.**

**\*\*This process should not be used to initiate harassment or discrimination complaints. Complaints of this nature should be filed with the designated representative at the local college.**

**\*\*This process should not be used to initiate an additional level of appeal. If a complainant has exhausted their administrative remedies, or if they have failed to pursue all administrative remedies, this process is not the appropriate forum. If the administrative remedies included an opportunity to address your issue with the Chancellor's Office, this process is not the appropriate forum.**

**\*\*This process should not be used to initiate an employee grievance. Employees must initiate employee grievances at the local level. Employees must exhaust all avenues available at the local level prior to filing an ACCS Formal Complaint.**

**\*\*This process is not an avenue to file student complaints. Students seeking to file complaints against an ACCS institution must follow the student complaint process. The form for filing student complaints may be located on the ACCS website under the Academic and Student Affairs section.**

The Alabama Community College System (ACCS) Board of Trustees and Chancellor provide oversight of the State's public two-year community and technical colleges, Marion Military Institute (MMI) and the Alabama Technology Network (ATN).

While most complaints should be handled at the local college level, or with the applicable entity, the ACCS System Office, through the Legal Division, also renders assistance to resolve complaints after all local avenues of resolution have been fully exhausted. If the local avenue of resolution included appeal rights to the ACCS Chancellor, then the Chancellor's decision is deemed final and a complainant may not file a complaint using this process. Each college, MMI and the ATN are charged with providing effective and efficient avenues for employees, community members, and other interested parties to address complaints. The ACCS Formal Complaint Process is not intended to supersede or replace existing processes in place at the local college level.

Complainants seeking to file a report of noncompliance of federal or state law, or system policy should first address the problem by utilizing the local complaint process prior to initiating the ACCS Formal Complaint Process. Complaints of allegation of fraud, malfeasance, presidential misconduct, or other case specific instances, where the local grievance process may not result in an unbiased evaluation, may be filed using the ACCS Formal Complaint Form and will not be required to follow the local complaint process stated above.

Complainants may submit a formal complaint using this process if there is dissatisfaction with the results at the local level, or the complaint deals with allegations of fraud, malfeasance, presidential misconduct, or other case specific instances that necessitate a direct filing through this process. Formal complaints must be submitted on the required ACCS Formal Complaint Form. Complaints may be mailed to:

## **Alabama Community College System**

### **Legal Division-Confidential Formal Complaint**

**Post Office Box 302130**

**Montgomery, AL 36130-2130**

The Legal Division will only review completed, signed and dated complaint forms. The Legal Division will issue a written response within a reasonable time usually between 30-45 business days. The identity of the complainant will be kept confidential and will be withheld from any information submitted to the ACCS entity identified in the complaint.