



This document outlines the process for how Wenatchee Valley College (WVC) handles complaints to clarify WVC's policies, procedures, practices, and implementation related to complaint handling.

Wenatchee Valley College's procedures for addressing complaints of discrimination and affirmative action are outlined in the following policy and procedure resources:

- <https://www.wvc.edu/humanresources/policies-procedures/000-general/000.330-discrimination-and-discriminatory-harassment.html>

Any student or employee may file a complaint:

- Online through the College's reporting systems
- Directly with Human Resources at [HumanResources@wvc.edu](mailto:HumanResources@wvc.edu)
- In person at offices located on the Wenatchee or Omak campuses

The complaint process generally follows these steps:

1. Human Resources receives a complaint via email, written notice, in person, or the online incident reporting system.
2. Human Resources determines whether any collective bargaining agreement (CBA) notice requirements apply and issues required notifications.
3. Human Resources assigns an appropriate investigator.
4. The complainant is notified that the complaint has been received and that an investigation will be conducted.
5. An investigation is conducted.
6. The respondent is notified of the complaint and provided an opportunity to respond.
7. A written summary and findings report is completed and shared with both the complainant and the respondent.

Complaints may also be submitted through the following online reporting links:

- [https://wvc-advocate.symlicity.com/public\\_report/index.php/pid373256](https://wvc-advocate.symlicity.com/public_report/index.php/pid373256)
- [https://wvc-advocate.symlicity.com/titleix\\_report/index.php/pid584573](https://wvc-advocate.symlicity.com/titleix_report/index.php/pid584573)

Additionally, the College maintains a centralized incident reporting and case management system to track investigations and retain related documentation.

Relevant governing documents include:

- [Procedure 1000.340](#)
- [Policy 500.125](#)
- [Incident Reporting System](#)

Faculty and staff are informed of these processes through regular trainings and district-wide meetings. This information is also posted online on our [Safety and Security page](#). Since the transition of the Executive Director of Human Resources, Ms. Lisa Harger, during the 2024–25 academic year, the College has increased the frequency and scope of district-wide trainings addressing discrimination, harassment, and complaint procedures.

In 2025, the College established a shared governance Collaborative Oversight Forum (COF) Team composed of staff, faculty, and exempt employees. Employees who wish to consult with an individual outside of their supervisory chain or Human Resources are encouraged to contact a COF member for guidance and support. The COF Team membership list is available [online](#).

Wenatchee Valley College encourages any student or employee who experiences or witnesses discrimination or harassment to report concerns. Complaints may be submitted internally or electronically to the Title IX Coordinator at [title9@wvc.edu](mailto:title9@wvc.edu).

The Vice President of Organizational Culture and Enrichment oversees investigations to ensure compliance with College policies and procedural standards. However, if a complaint involves Human Resources, the Vice President of Organizational Culture and Enrichment, or a Cabinet member, WVC refers the investigation to an external agency to ensure impartiality and integrity. In this case, a third-party investigator will complete a formal investigation to ensure due process. The use of external investigators and alternate investigative assignments has been communicated through district-wide trainings, including the “How to File a Complaint” training.

WVC procedures require:

- A written response within seven (7) business days for informal complaints
- Commencement of an investigation within twenty-one (21) business days for formal complaints

Investigation timelines may vary depending on the complexity of the matter, including the number of witnesses, volume of documentation, union representation requirements, or academic calendar

### **Student-Specific Complaint Processes**

Student complaints are addressed through publicly available procedures outlined in the [Student Handbook](#) and [Student Code of Conduct](#), including Procedure 1400.110.

WVC utilizes a coordinated approach through:

- **Student CARE Team** – proactive support and referrals
- **Student Conduct Process** – investigation and resolution of alleged violations

The Advocate case management system is used to document, track, and maintain records.