



AGENDA

BOARD GOVERNANCE COMMITTEE OF THE BOARD OF TRUSTEES

**August 5, 2026
2:30 PM**

3100 Main Street, 2nd Floor Auditorium, Houston, Texas 77002

**NOTICE OF A MEETING OF THE
Board Governance Committee
OF THE BOARD OF TRUSTEES**

HOUSTON CITY COLLEGE

August 5, 2026

Notice is hereby given that a Meeting of the Board Governance Committee of the Board of Trustees of Houston City College will be held on Wednesday, August 5, 2026 at 2:30 PM, or after, and from day to day as required, 3100 Main Street, 2nd Floor Auditorium, Houston, Texas 77002. The items listed in this Notice may be considered in any order at the discretion of the Committee Chair and items listed for closed session discussion may be discussed in open session and vice versa as permitted by law. Actions taken at this Meeting do not constitute final Board action and are only Committee recommendations to be considered by the Board at the next Regular Board meeting.

I. Call to Order

- A. Opportunity for Public Comments

II. Topics For Discussion and/or Action:

- A. Propose Changes to FLD (LOCAL) Student Rights and Responsibilities: Student Complaints
- B. Propose Changes to GB (LOCAL) Public Complaints and Hearings
- C. Policy DJA (LOCAL) - Assignment, Work Load, and Schedules: Telework (SB2615)

III. Adjournment to closed or executive session pursuant to Texas Government Code Sections 551.071; 551.072 and 551.074, the Open Meetings Act, for the following purposes:

A. Legal Matters

Consultation with legal counsel concerning pending or contemplated litigation, a settlement offer, or matters on which the attorney's duty to the System under the Texas Disciplinary Rules of Professional Conduct clearly conflicts with the Texas Open Meetings Laws.

B. Personnel Matters

Deliberate the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer, employee or board member to hear complaints or changes against an officer, employee or board member unless the officer, employee or board member who is the subject of the deliberation or hearing requests a public hearing.

C. Real Estate Matters

Deliberate the purchase, exchange, lease, or value of real property for Agenda items if deliberation in an open meeting would have a detrimental effect on the position of the System in negotiations with a third person.

IV. Additional Closed or Executive Session Authority:

If, during the course of the meeting covered by this Notice, the Board should determine that a closed or executive meeting or session of the Board should be held or is required in relation to any items included in this Notice, then such closed or executive meeting or session as authorized by Section 551.001 et seq. of the Texas Government Code (the Open Meetings Act) will be held by the Board at that date, hour and place given in this Notice or as soon after the commencement of the meeting covered by the Notice as the Board may conveniently meet in such closed or executive meeting or session concerning:

Section 551.071 - For the purpose of a private consultation with the Board's attorney about pending or contemplated litigation, a settlement offer, or matters on which the attorney's duty to the System under the Texas Disciplinary Rules of Professional Conduct clearly conflicts with the Texas Open Meetings Laws.

Section 551.072 - For the purpose of discussing the purchase, exchange, lease or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the governmental body in negotiations with a third person.

Section 551.073 - For the purpose of considering a negotiated contract for a prospective gift or donation to the System if deliberation in an open meeting would have a detrimental effect on the position of the System in negotiations with a third person.

Section 551.074 - For the purpose of considering the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer, employee or board member to hear complaints or changes against an officer, employee or board member unless the officer, employee or board member who is the subject of the deliberation or hearing requests a public hearing.

Section 551.076 - To consider the deployment, or specific occasions for implementation of security personnel or devices, or a security audit.

Section 551.082 - For the purpose of considering discipline of a student or to hear a complaint by an employee against another employee if the complaint or charge directly results in a need for a hearing, unless an open hearing is requested in writing by a parent or guardian of the student or by the employee against whom the complaint is brought.

Section 551.084 - For the purpose of excluding a witness or witnesses in an investigation from a hearing during examination of another witness in the investigation. Should any final action, final decision, or final vote be required in the opinion of the Board with regard to any matter considered in such closed or executive meeting or session, then such final action, final decision, or final vote shall be at either:

A. The open meeting covered by this Notice upon the reconvening of the public meeting, or

B. At a subsequent public meeting of the Board upon notice thereof, as the Board

shall determine.

V. Reconvene in Open Meeting

VI. Adjournment

CERTIFICATE OF POSTING OR GIVING NOTICE

On this **30th Day of July**, this Notice was posted at a place convenient to the public and readily accessible at all times to the general public at the following locations: (1) the HCC Administration Building of the Houston City College, 3100 Main, First Floor, Houston, Texas 77002 and (2) the Houston City College's website: www.hccs.edu.

Posted By:

Sharon R. Wright
Director, Board Services

ACTION ITEM

Meeting Date: August 5, 2026

Topics For Discussion and/or Action:

ITEM #	ITEM TITLE	PRESENTER
A.	Propose Changes to FLD (LOCAL) Student Rights and Responsibilities: Student Complaints	Dr. Margaret Ford Fisher Dr. Nicole Montgomery Dr. Melissa Mihalick Dr. Norma Perez Dr. Lisa Alcorta Dr. Uchena Spenser

RECOMMENDATION

Approve the revisions to FLD (LOCAL), as set forth in the attached policy.

COMPELLING REASON AND BACKGROUND

Language has been reorganized to clarify and streamline the structure of the grievance process, including defining which persons can use the policy, defining the types of grievances permitted under the policy, and providing three layers of administrative review.

The revised policy adds new language regarding the student's right to file a complaint with the Texas Higher Education Coordinating Board after exhausting HCC's grievance process.

STRATEGIC ALIGNMENT

1. Student Success, 3. Academic Rigor , 5. College of Choice

ATTACHMENTS:

Description	Upload Date	Type
FLD (LOCAL) redline	7/29/2026	Attachment
FLD (LOCAL) Policy_clean	7/24/2026	Attachment

This item is applicable to the following: District

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT COMPLAINTS

FLD
(LOCAL)

Applicability	This policy applies to all written complaints from College District students. Written complaints submitted by students or reduced to writing on behalf of the students will be processed in accordance with this student complaint policy. The College District will maintain a record of all student complaints in accordance with statutory retention schedules and other applicable requirements. All student complaints will be submitted through the College District's designated electronic complaint system in which all records will be kept. [For details, see FLD(REGULATION)]
Definitions	For purposes of This policy applies to complaints submitted by HCC students.
Scope	A student may use this policy, see to file complaints regarding the following definitions below matters:
Policy	The term "policy" shall include the corresponding legal policy and regulation.
Student Complaints	A "student complaint" is defined as an unresolved issue concerning the application of College District policy, practice, or regulation reduced to writing by the student or on behalf of the student. This includes misconduct or a condition the student personally experienced and believes to be unfair, inequitable, discriminatory, or a hindrance to the student's educational progress.
Exclusions	This policy shall not apply to decisions regarding financial aid eligibility, challenges to existing policy, or those pertaining to academic or grading matters. [See Other Complaint Processes, below]
Complaints	In this policy, the terms "complaint" and "grievance" shall have the same meaning. 1. Complaints regarding non-compliance with, or a violation of, the Texas Education Code, other Texas laws, or federal law that adversely impact affect the student and the student's access to educational services or ability to benefit from the College District's educational services. 2. Complaints alleging non-compliance with, or a violation of, a College District policy or regulation that adversely impacts the student and the student's access to educational services or activities or ability to benefit from the College District's educational services or activities. 3. Complaints regarding mistreatment by a College District employee (not otherwise covered by another policy) and the mistreatment adversely impacts the student and the student's access to educational services or activities or ability to benefit from the College District's educational services or activities.

Redline – Text deleted at TASB's recommendation.
Greenline – Existing policy language reorganized or relocated by TASB for improved organization and readability.
Blue Text – New language proposed by TASB and/or the Administration to streamline policy and align with guidance from the Board's legal counsel.

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**Exclusions;
Other
Complaint
Processes
Procedures**

~~Student complaints shall be filed in accordance with this policy, except as required by the policies listed below. Some of these policies require appeals to be submitted in accordance with FLD after the relevant complaint processes outlined below are completed.~~ This policy does not apply to the following types of complaints which are addressed by other policies:

1. Complaints alleging discrimination or harassment based on race, color, gender, national origin, sex, pregnancy, childbirth, or pregnancy-related conditions, parenting status, sexual orientation, gender identity or gender expression, disability, (including failure to accommodate), age, religion, or veteran status. [See FFD series and FAA]
2. Complaints of sexual harassment, discrimination, or misconduct. [See FFD series]
3. Complaints concerning retaliation relating to discrimination and harassment. [See FFD series]
4. Complaints concerning student conduct, including complaints about disciplinary decisions or the conduct of other students. [See FLB series]
5. Complaints concerning a commissioned peace officer who is an employee of the College District. [See CGF series]
6. Complaints concerning the withdrawal of consent to remain on campus. [See GDA]
7. Complaints concerning academic appeals/grade appeals. [See EGA]
8. Complaints regarding financial aid eligibility.
9. Complaints seeking to amend student educational records. [See FJ]
10. Complaints about occupational fraud, waste, or abuse. [See AF]
11. Complaints against a board member or the Chancellor. [See BBFB]

If the student is uncertain which procedure to use to present their complaint, the student may seek guidance from the Dean of Student Success and Engagement.

Definitions

The following definitions apply to complaints under this policy:

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<u>Policy</u>	<u>The term "policy" shall include the corresponding legal policy and regulation.</u>
<u>Exclusions</u>	<u>This policy shall not apply to decisions regarding financial aid eligibility, challenges to existing policy, or those pertaining to academic or grading matters. [See Other Complaint Processes, below]</u>
<u>Complaint</u>	<u>In this policy, the terms "complaint" and "grievance" shall have the same meaning.</u>
<u>Student</u>	<u>The term "student" includes:</u> • individuals who are currently enrolled in a course at the College District (including dual-credit students and continuing education students) and individuals who are not currently enrolled but have registered and paid for one or more classes for the next semester; • former students who were enrolled at HCC within the preceding 24 months prior to the filing of their complaint; and • prospective students who applied for admission to HCC (but did not enroll) within the preceding 12 months.
Notice to Students	The College District shall inform students of this policy through appropriate College District publications and on the College District's website.
Informal Resolution Process	The College District encourages students to discuss their concerns with the appropriate faculty member or campus administrator who has the authority to address the concerns and follow the procedures outlined below in order to establish and process their student complaint. concern. Concerns shall be expressedpresented as soon as possible to the supervisor of the program or department to allow early resolution at the lowest possible administrative level. Informal resolution shall be encouraged but shall not extend any deadlines in this policy, except by mutual written consent or as described below.
Formal Process	A student may initiate the formal process described below by filing a written complaint form within 15 business days of the date the student first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance.

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	<u>All student complaints will be submitted through the College District's designated electronic complaint system in which all records will be kept. [For details, see FLD(REGULATION)] This policy does not recognize complaints posted on social media.</u> The complaint form shall be filed-forwarded to <u>with</u> the lowest level administrator who has the authority to remedy the alleged problem.
Option to Continue Informal Process	If the only administrator with authority to remedy the alleged problem is the Level Two administrator, Level Three administrator, or Level Four administrator, the complaint may begin at the appropriate level, following the required deadline and information for filing the complaint within the timelines required for Level One. If the complaint is not filed with the appropriate administrator, the receiving administrator must note the date and time the complaint form was received and immediately forward the complaint form to the appropriate administrator. The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or policy, nor to. <u>This policy does not</u> require a full <u>an</u> evidentiary hearing or "mini-trial" at any level. Even after initiating the formal complaint process, students are encouraged to seek informal resolution of their concerns. A student whose concerns are resolved may withdraw a formal complaint at any time.
Academic Complaints Complaints Against Administrators	If an administrator is the subject of a student complaint alleging a violation of law or policy, the next level administrator shall be assigned beginning at the appropriate level.
Nonacademic Complaints Complaints Against Chancellor or Board Member	Student complaints alleging a violation of law or policy by the Chancellor or Board member must be reported to the Board Counsel, and complaints against a senior staff member must be reported to the College District's General Counsel as follows: [See BBFB(LOCAL)] 1. The Board Chair or Board Vice Chair shall undertake a process to resolve the complaint. 2. The Chair or Vice Chair may initiate an independent investigation of a written complaint after receiving approval from a majority of the Board. Upon approval, the Board Chair or Board Vice Chair shall consult with Board Counsel, then

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**Freedom from
Retaliation**

~~name an independent third party to investigate the complaint within the parameters set by the Board. The third party investigator shall provide regular reports to the Board throughout the investigation. Further, the Board Chair or Board Vice Chair shall provide regular updates to the Board through the named investigator.~~

~~If the Board Chair or Board Vice Chair finds that a Board member has violated a law or College District policy, the Board can reprimand or censure the Board member or apply any other sanction available under Texas law. If the Chair finds that the Chancellor has violated a law or College District policy, the Board can take appropriate disciplinary action, up to and including termination of employment.~~

**Ethics and
Compliance Hotline**

Neither the Board nor any College District employee shall retaliate against a student for submitting a good faith student complaint to the College District.

~~The College District is committed to creating an environment with the highest ethical standards where occupational fraud, waste, abuse, and other improprieties are not tolerated.~~

~~Effective December 1, 2016, the College District shall provide an Ethics and Compliance Hotline as an additional mechanism to encourage the reporting of alleged:~~

- ~~1. Noncompliance of laws;~~
- ~~2. Noncompliance with College District policies, regulations, or Code of Conduct; and~~
- ~~3. Occupational fraud, waste, and abuse.~~

~~Complaints from students regarding reports of occupational fraud, waste, and abuse witnessed by the students to the Ethics and Compliance Hotline are not student complaints as defined in this policy. If a student complaint is submitted to the Ethics and Compliance Hotline, as defined within this policy, such student complaint will be sent to the College District's designated electronic complaint system for appropriate handling.~~

General Provisions
Timing

"Days" shall mean College District business days, unless otherwise noted. In calculating timelines under this policy, the day a document is filed is "day zero." The following business day is "day one."

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Written
Documentation

Complaint Content

Timelines may be modified as permitted within this policy or by mutual agreement. ~~The primary purpose of the complaint resolution process shall be to resolve concerns in an expeditious manner. The timelines set forth at each level of the process are maximums and, whenever possible, the decision-maker shall render a decision or resolution within a shorter period of time. All time limits shall be strictly followed unless modified by mutual written consent. Notwithstanding, time~~ Time limits may be extended for circumstances such as investigations or the unavailability of key personnel due to leave, absence, emergency closures, holidays, or semester breaks.

~~Should the College District fail to comply with the timelines set forth in this policy, its failure to do so shall not constitute a violation of the student's rights unless the action in question occurs more than 40 days after the time when it should have occurred. Timelines may be modified as permitted within this policy or by mutual agreement.~~

If a complaint form or appeal notice is not timely filed, the complaint may be dismissed, on written notice to the student, at any point during the complaint process.

Student complaints and appeals ~~under this policy~~ shall be submitted in writing on a form available to students within the College District student ~~complaints~~ complaint site within timelines set forth within this policy.

~~A written complaint must be submitted to the College District via the College District's electronic complaint system by the student or designee. {See FLD(REGULATION)}~~

~~Any written communications or decisions (responses) from the appropriate administrator shall be submitted in writing and uploaded to the College District's designated electronic complaint system.~~

A written complaint must contain:

1. An explanation of the student's specific concern;
2. If applicable, a description of how the student's enrollment ~~has~~, services, or benefits have been affected;
3. The policy and/or regulation that has been violated; and
4. A description of the relief the student is seeking.

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	Copies of any documents that support the complaint must be attached to the complaint. If the student does not have copies of these documents, they may be presented at the Level One conference. After the Level One response, no new documents may be submitted by the student unless the student did not know the documents existed before the Level One conference. Responses may be hand-delivered, sent by electronic communication to the student's email address of record, or sent by U.S. Mail to the student's mailing address of record. Mailed responses shall be timely if they are postmarked by U.S. Mail on or before the deadline. [See FLD(REGULATION)] <u>Any written communications or decisions (responses) from the appropriate administrator shall be submitted in writing and uploaded to the College District's designated electronic complaint system.</u>
Representative	The student may designate a representative at the student's own cost, such as including an attorney or organization, through written notice to the College District at any level of this process. If a student representative is designated within three days of a scheduled conference or hearing, the College District may reschedule the conference or hearing to a later date, in order to include the College District's counsel. The College District may be represented by counsel at any level of the process.
Consolidating Complaints	Student complaints arising out of an event or a series of related events shall be addressed in one complaint. Students shall not file separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint. When two or more student complaints are sufficiently similar in nature and remedy sought to permit their resolution through one proceeding, the College District may consolidate the student complaints.
Dismissal	If the student does not respond to an administrator's request for information or a request to schedule a conference within five days of the request, the administrator may administratively dismiss the complaint on written notice to the student.
Designation of Administrators	The administrator levels are designated to reflect College District staff with authority to address complaints of different subject areas as follows:

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	1. The Level One administrator shall be the College District's dean of student services, an academic dean, a Centers of Excellence (COE) dean, or equivalent. 2. The Level Two administrator shall be the College President or designee or an associate vice chancellor or designee, or equivalent. 3. The Level Three administrator shall be the Chancellor, vice chancellor of student services or designee or the, vice chancellor of instructional services, or designee,their designees or equivalent. 4. The Level Four administrator shall be the Chancellor or designee.
Record	A record of each complaint hearing shall be created and retained in accordance with this policy. The record shall include documents submitted by the student who filed the complaint, documents determined relevant by College District personnel, and the decision.
Remand	A complaint or appeal form that is incomplete in any material aspect shall be refiled, if at Level One, and remanded at all other levels in order to develop an adequate record of the complaint. If an adequate record has not been developed, the appropriate administrator may remand the complaint to a lower level. The Board or Board committee may remand a complaint to a lower level if at the Board level of review an adequate record has not been developed.
Investigation	The College District may conduct an investigation at any level in the complaint process. If the College District and the student mutually agree, all determines that an investigation is appropriate, it may suspend or extend deadlines shall as may be suspended during an investigation.
Audio Recording	As provided by law, a student shall be permitted to make an audio recording of a hearing reasonable under this policy at which the substance of the student's complaint is discussed. The student the circumstances and shall notify all attendees present that an audio recording is taking place the student accordingly.
Complaint Levels Level One	The Level One administrator shall schedule and hold a conference with the student within 10 days after receipt of the student complaint. The Level One administrator shall provide the student a written response within five days following the conference. The written re-

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~~response shall set forth the basis of the decision. In reaching a decision, the Level One administrator may consider information provided at the Level One conference and any other relevant documents or information the administrator believes will help resolve the complaint. All responses, documentation, and decisions will be added to the College District's electronic complaint system.~~

The appropriate administrator shall evaluate the complaint and determine whether the allegations fall within this policy; whether the complaint should be processed under another policy or procedure; whether the report is related to any other pending complaint, in which case consolidation may be evaluated; and whether additional information is needed from the student or another College District office. The administrator may, as appropriate, contact the student for clarification.

The administrator will evaluate the allegations and determine whether a conference would aid decision-making regarding the matter. In some cases, a conference may not be necessary, including situations in which the student's complaint may be answered by reference to existing records or an existing policy or cases in which the complaint is untimely on its face.

If the administrator determines that a conference is unnecessary, the administrator may proceed with decision-making and shall provide a written response to the student setting forth the basis of the decision. The response will be provided within 15 days of receipt of the complaint or, if the student provided a written clarification, within 15 days of receipt of the clarification.

When a conference will aid decision-making, the administrator will schedule the conference with the student within 15 days after receipt of the written complaint or, if the student provided a written clarification, within 15 days of receipt of the clarification. The administrator may set reasonable time limits for the conference.

Absent extenuating circumstances, the administrator shall provide the student a written response within 15 days following the conference. The written response shall set forth the basis of the decision.

Level Two

If the student did not receive the relief requested at Level One, the student may ~~request a conference with appeal to~~ the Level Two administrator ~~to appeal the Level One decision.~~

The appeal notice must be filed in writing with the Level One administrator within 10 days of the date of the written Level One response or, if no response was received, within 10 days of the Level

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One response deadline. ~~All responses, documentation, and decisions must be entered into the College District's electronic complaint system.~~

After receiving notice of the appeal, the Level One administrator ~~shall prepare and~~ will forward a record of the Level One complaint to the Level Two administrator. ~~The student may request a copy of the Level One record.~~

The Level One record shall include:

- ~~1. The original complaint form and any attachments;~~
- ~~2. All other documents submitted by the student at Level One;~~
- ~~3. The written response issued at Level One and any attachments; and~~
- ~~4. All other documents relied upon by the Level One administrator in reaching the Level One decision.~~

The Level Two administrator ~~shall schedule and hold~~ will determine whether a conference would aid decision-making regarding the matter. If the administrator determines that a conference is unnecessary, the administrator may proceed with decision-making and shall provide a written response to the individual setting forth the ~~student~~ basis of the decision. The response will be provided within ~~10~~ 15 days of receipt of the appeal.

When a conference will aid decision-making, the Level Two administrator shall schedule a conference within 15 days after the appeal notice is filed. The conference shall be limited to the issues and documents considered at Level One and identified in the Level Two appeal notice. The Level Two administrator may set reasonable time limits for the conference.

The Level Two administrator shall provide the student a written response within ~~five~~ 15 days following the conference. The written response shall set forth the basis of the decision. ~~In reaching a decision, the Level Two administrator may consider the Level One record and information provided at the Level Two conference. The Level Two response must be entered into the College District's electronic complaint system and will be available to the student and other College District employees who are involved through this system.~~

Level Three

If the student did not receive the relief requested at Level Two, the student may ~~request a conference with appeal to~~ the Level Three administrator ~~to appeal the Level Two decision.~~

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The appeal notice must be filed within the College District's electronic complaint system with the Level Two administrator within 10 days of the date of the written Level Two response or, if no response was received, within 10 days of the Level Two response deadline.

After receiving notice of the appeal, the Level Two administrator shall notify the Level Three administrator through the electronic complaint system. ~~The student may inspect the Level Two record within the electronic complaint system.~~

The Level Two record shall include:

- ~~1. The Level One record;~~
- ~~2. The written response issued at Level Two and any attachments; and~~
- ~~3. All other documents relied upon by the Level Two administrator in reaching the Level Two decision.~~

~~The Level Three administrator shall schedule and hold a conference with the student within 10 days after the appeal notice is filed. The conference shall be limited to the issues and documents considered at Level Two. The Level Three administrator may set reasonable time limits for the conference.~~

The Level Three administrator shall provide the student a written response ~~through the electronic complaint system~~ within ~~five~~¹⁵ days following the conference. The written response shall set forth the basis of the decision. ~~In reaching a decision, the Level Three administrator may consider the Level One and Level Two records and information provided at the Level Three conference. The Level Three response will be made through the electronic complaint system.~~

Level Four

~~If the student did not receive the relief requested at Level Three, the student may request a conference with the Level Four administrator to appeal the Level Three~~ ^{The} ~~decision.~~

~~The appeal notice must be filed in writing and received within the electronic complaint system with the Level Three administrator within 10 days of the date of the written Level Three response or, if no response was received, within 10 days of the Level Three response deadline.~~

~~After receiving notice of the appeal, the Level Three administrator shall notify the Level Four administrator and provide access to the~~

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~~Level Three record through the College District electronic complaint system. The student may inspect the Level Three record within the electronic complaint system.~~

The Level Three record shall include:

- ~~1. The Level One record;~~
- ~~2. The Level Two record;~~
- ~~3. The written response issued at Level Three and any attachments; and~~
- ~~4. All other documents relied upon by the Level Three administrator in reaching the Level Three decision.~~

~~The Level Four administrator shall schedule a conference with the student to be held within 10 days after the appeal notice Level Three administrator is filed. The conference shall be limited to the issues and documents considered at Level Three. The Level Four administrator may set reasonable time limits for the conference.~~

~~The following provisions shall govern the review by the Level Four administrator of an appeal under this policy:~~

- ~~1. A decision may be remanded for further consideration upon a finding that it was not made in accordance with applicable state or federal law, or College District policies or regulations; provided, however, that the decision shall not be remanded if the procedural error was not material to the decision and therefore constituted harmless error.~~
- ~~2. A decision may be modified or reversed only upon a finding that the decision constituted an abuse of discretion or was made in violation of applicable state or federal law, or College District policies or regulations; provided, however, that the decision shall not be modified or reversed if the violation of policy was not material to the decision and therefore constituted harmless error.~~
- ~~3. A decision should be affirmed in the absence of a finding of abuse of discretion or material violation of applicable state or federal law, or College District policies or regulations.~~

~~Notwithstanding any provision herein to the contrary, any decision may be remanded by the Level Four administrator for a resolution of the matter that is mutually acceptable to the parties or that is, in the best judgment of the Level Four administrator, a fair and equitable resolution.~~

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Board Action

~~The Level Four administrator shall provide the student a written response within 10 days following the conference within the electronic complaint system.~~

~~Upon conclusion of the Level Four appeal process, the Chancellor shall provide a briefing to final. However, nothing precludes the student from addressing the Board.~~

~~If the student did not receive the relief requested at Level Four or if the time for a response has expired, the student may appeal the decision to the Board.~~

~~By law, the Board is not required to take any action concerning a grievance, but is required to listen if the grievance is presented at a of Trustees at a regularly scheduled board meeting during the public meeting. Under the Texas Constitution, any student may present a grievance to the Board regardless of the scope of this policy. [See FLD(LEGAL)]forum for citizens.~~

Copies of written grievances and complaints, and accompanying responses, documentation, and if applicable, recordings, shall be maintained within the College District electronic complaint system and in accordance with the College District records retention regulations and other applicable law. [See FLD, CIA, and FJ]

**Maintenance of
Records Retention**

**External Complaint
Procedure**

After exhausting HCC's grievance process, students may file a complaint with the Texas Higher Education Coordinating Board (THECB) as described on the [THECB Student Complaints webpage](#).

Complainants must submit student complaint forms through the THECB's online process, by electronic mail (email) to StudentComplaints@theqb.state.tx.us, or by hard copy sent to the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, Texas 78711-2788. THECB does not handle complaints concerning actions that occurred more than two years prior to filing a student complaint form with THECB, unless the cause of the delay in filing the student complaint form was the complainant's exhaustion of the institution's grievance procedures.

THECB's procedure excludes certain matters, including those solely concerning an individual's grades, examination results, or evaluation of academic performance and those related to student life, student conduct, and student activities and organizations.

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(LOCAL)

Applicability

This policy applies to complaints submitted by HCC students.

Scope

A student may use this policy to file complaints regarding the following matters:

1. Complaints regarding non-compliance with, or a violation of, the Texas Education Code, other Texas laws, or federal law that adversely impact affect the student and the student's access to educational services or ability to benefit from the College District's educational services.
2. Complaints alleging non-compliance with, or a violation of, a College District policy or regulation that adversely impacts the student and the student's access to educational services or activities or ability to benefit from the College District's educational services or activities.
3. Complaints regarding mistreatment by a College District employee (not otherwise covered by another policy) and the mistreatment adversely impacts the student and the student's access to educational services or activities or ability to benefit from the College District's educational services or activities.

**Exclusions;
Other
Complaint
Procedures**

This policy does not apply to the following types of complaints which are addressed by other policies:

1. Complaints alleging discrimination or harassment based on race, color, gender, national origin, sex, pregnancy, childbirth, or pregnancy-related conditions, parenting status, sexual orientation, gender identity or gender expression, disability (including failure to accommodate), age, religion, or veteran status. [See FFD series and FAA]
2. Complaints of sexual harassment, discrimination, or misconduct. [See FFD series]
3. Complaints concerning retaliation relating to discrimination and harassment. [See FFD series]
4. Complaints concerning student conduct, including complaints about disciplinary decisions or the conduct of other students. [See FLB series]
5. Complaints concerning a commissioned peace officer who is an employee of the College District. [See CGF series]
6. Complaints concerning the withdrawal of consent to remain on campus. [See GDA]

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7. Complaints concerning academic appeals/grade appeals.
[See EGA]
8. Complaints regarding financial aid eligibility.
9. Complaints seeking to amend student educational records. [See FJ]
10. Complaints about occupational fraud, waste, or abuse.
[See AF]
11. Complaints against a board member or the Chancellor.
[See BBFB]

If the student is uncertain which procedure to use to present their complaint, the student may seek guidance from the Dean of Student Success and Engagement.

Definitions

The following definitions apply to complaints under this policy:

Policy	The term “policy” shall include the corresponding legal policy and regulation.
Complaint	In this policy, the terms “complaint” and “grievance” shall have the same meaning.
Student	The term “student” includes: • individuals who are currently enrolled in a course at the College District (including dual-credit students and continuing education students) and individuals who are not currently enrolled but have registered and paid for one or more classes for the next semester; • former students who were enrolled at HCC within the preceding 24 months prior to the filing of their complaint; and • prospective students who applied for admission to HCC (but did not enroll) within the preceding 12 months.

Notice to Students

The College District shall inform students of this policy through appropriate College District publications and on the College District's website.

Informal Resolution Process

The College District encourages students to discuss their concerns with the appropriate faculty member or campus administrator who has the authority to address the concern. Concerns shall be pre-

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sented as soon as possible to the supervisor of the program or department to allow early resolution at the lowest possible administrative level.

Informal resolution shall be encouraged but shall not extend any deadlines in this policy, except by mutual written consent or as described below.

Formal Process

A student may initiate the formal process by filing a written complaint form within 15 business days of the date the student first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance.

All student complaints will be submitted through the College District's designated electronic complaint system in which all records will be kept. [For details, see FLD(REGULATION)] This policy does not recognize complaints posted on social media.

The complaint form shall be filed with the lowest level administrator who has the authority to remedy the alleged problem.

The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or policy. This policy does not require an evidentiary hearing or "mini-trial" at any level.

**Freedom from
Retaliation**

Neither the Board nor any College District employee shall retaliate against a student for submitting a good faith student complaint to the College District.

General Provisions

Timing

"Days" shall mean College District business days, unless otherwise noted. In calculating timelines under this policy, the day a document is filed is "day zero." The following business day is "day one."

Timelines may be modified as permitted within this policy or by mutual agreement. Time limits may be extended for circumstances such as investigations or the unavailability of key personnel due to leave, absence, emergency closures, holidays, or semester breaks.

If a complaint form or appeal notice is not timely filed, the complaint may be dismissed on written notice to the student at any point during the complaint process.

Complaint Content

Student complaints and appeals shall be submitted in writing on a form available to students within the College District student complaint site within timelines set forth within this policy.

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A written complaint must contain:

1. An explanation of the student's specific concern;
2. If applicable, a description of how the student's enrollment, services, or benefits have been affected;
3. The policy and/or regulation that has been violated; and
4. A description of the relief the student is seeking.

Copies of any documents that support the complaint must be attached to the complaint.

Responses may be hand-delivered, sent by electronic communication to the student's email address of record, or sent by U.S. Mail to the student's mailing address of record. Mailed responses shall be timely if they are postmarked by U.S. Mail on or before the deadline. [See FLD(REGULATION)]

Any written communications or decisions (responses) from the appropriate administrator shall be submitted in writing and uploaded to the College District's designated electronic complaint system.

Representative

The student may designate a representative at the student's own cost, including an attorney, through written notice to the College District at any level of this process. If a student representative is designated within three days of a scheduled conference, the College District may reschedule the conference to a later date in order to include the College District's counsel. The College District may be represented by counsel at any level of the process.

Consolidating
Complaints

Student complaints arising out of an event or a series of related events shall be addressed in one complaint. Students shall not file separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint.

When two or more student complaints are sufficiently similar in nature and remedy sought to permit their resolution through one proceeding, the College District may consolidate the student complaints.

Dismissal

If the student does not respond to an administrator's request for information or a request to schedule a conference within five days of the request, the administrator may administratively dismiss the complaint on written notice to the student.

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Designation of
Administrators

1. The Level One administrator shall be the dean of student services, an academic dean, a Centers of Excellence (COE) dean, or equivalent.
2. The Level Two administrator shall be the College President or designee or an associate vice chancellor or designee, or equivalent.
3. The Level Three administrator shall be the Chancellor, vice chancellor of student services, vice chancellor of instructional services, or their designees or equivalent.

Investigation

The College District may conduct an investigation at any level in the complaint process. If the College District determines that an investigation is appropriate, it may suspend or extend deadlines as may be reasonable under the circumstances and shall notify the student accordingly.

Complaint Levels
Level One

The appropriate administrator shall evaluate the complaint and determine whether the allegations fall within this policy; whether the complaint should be processed under another policy or procedure; whether the report is related to any other pending complaint, in which case consolidation may be evaluated; and whether additional information is needed from the student or another College District office. The administrator may, as appropriate, contact the student for clarification.

The administrator will evaluate the allegations and determine whether a conference would aid decision-making regarding the matter. In some cases, a conference may not be necessary, including situations in which the student's complaint may be answered by reference to existing records or an existing policy or cases in which the complaint is untimely on its face.

If the administrator determines that a conference is unnecessary, the administrator may proceed with decision-making and shall provide a written response to the student setting forth the basis of the decision. The response will be provided within 15 days of receipt of the complaint or, if the student provided a written clarification, within 15 days of receipt of the clarification.

When a conference will aid decision-making, the administrator will schedule the conference with the student within 15 days after receipt of the written complaint or, if the student provided a written clarification, within 15 days of receipt of the clarification. The administrator may set reasonable time limits for the conference.

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Absent extenuating circumstances, the administrator shall provide the student a written response within 15 days following the conference. The written response shall set forth the basis of the decision.

Level Two

If the student did not receive the relief requested at Level One, the student may appeal to the Level Two administrator.

The appeal notice must be filed in writing with the Level One administrator within 10 days of the date of the written Level One response or, if no response was received, within 10 days of the Level One response deadline.

After receiving notice of the appeal, the Level One administrator will forward a record of the Level One complaint to the Level Two administrator.

The Level Two administrator will determine whether a conference would aid decision-making regarding the matter. If the administrator determines that a conference is unnecessary, the administrator may proceed with decision-making and shall provide a written response to the individual setting forth the basis of the decision. The response will be provided within 15 days of receipt of the appeal.

When a conference will aid decision-making, the Level Two administrator shall schedule a conference within 15 days after the appeal notice is filed. The conference shall be limited to the issues and documents considered at Level One and identified in the Level Two appeal notice. The Level Two administrator may set reasonable time limits for the conference.

The Level Two administrator shall provide the student a written response within 15 days following the conference. The written response shall set forth the basis of the decision.

Level Three

If the student did not receive the relief requested at Level Two, the student may appeal to the Level Three administrator.

The appeal notice must be filed within the College District's electronic complaint system with the Level Two administrator within 10 days of the date of the written Level Two response or, if no response was received, within 10 days of the Level Two response deadline.

After receiving notice of the appeal, the Level Two administrator shall notify the Level Three administrator through the electronic complaint system.

The Level Three administrator shall provide the student a written response within 15 days following the conference. The written response shall set forth the basis of the decision.

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The decision of the Level Three administrator is final. However, nothing precludes the student from addressing the Board of Trustees at a regularly scheduled board meeting during the public forum for citizens.

Records Retention

Copies of written grievances and complaints, and accompanying responses, documentation, and if applicable, recordings, shall be maintained within the College District electronic complaint system and in accordance with the College District records retention regulations and other applicable law. [See FLD, CIA, and FJ]

External Complaint Procedure

After exhausting HCC's grievance process, students may file a complaint with the Texas Higher Education Coordinating Board (THECB) as described on the [THECB Student Complaints webpage](#).

Complainants must submit student complaint forms through the THECB's online process, by electronic mail (email) to StudentComplaints@theeb.state.tx.us, or by hard copy sent to the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, Texas 78711-2788. THECB does not handle complaints concerning actions that occurred more than two years prior to filing a student complaint form with THECB, unless the cause of the delay in filing the student complaint form was the complainant's exhaustion of the institution's grievance procedures.

THECB's procedure excludes certain matters, including those solely concerning an individual's grades, examination results, or evaluation of academic performance and those related to student life, student conduct, and student activities and organizations.

ACTION ITEM

Meeting Date: August 5, 2026

Topics For Discussion and/or Action:

ITEM #	ITEM TITLE	PRESENTER
B.	Propose Changes to GB (LOCAL) Public Complaints and Hearings	Dr. Margaret Ford Fisher Dr. Nicole Montgomery Dr. Melissa Mihalick Dr. Uchena Spencer

RECOMMENDATION

Approve the revisions to GB (LOCAL) as set forth in the attached policy.

COMPELLING REASON AND BACKGROUND

Language has been reorganized to clarify and streamline the grievance process, including the addition of language regarding the referral of certain complaints for investigation, when appropriate.

The revised policy clarifies and streamlines the complaint process by reflecting the administration’s responsibility for investigating and resolving public concerns while preserving the public’s opportunity to address the Board through the Hearing of Citizens.

STRATEGIC ALIGNMENT

1. Student Success, 3. Academic Rigor , 5. College of Choice

ATTACHMENTS:

Description	Upload Date	Type
GB (LOCAL)_redline	7/29/2026	Attachment
GB (LOCAL)_ clean	7/24/2026	Attachment

This item is applicable to the following: District

PUBLIC COMPLAINTS AND HEARINGS

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Guiding Principles

Complaints

Other Complaint
Processes

In this policy, the terms "complaint" and "grievance" shall have the same meaning.

Complaints from the public shall be initiated in accordance with this policy, except as required by the policies listed below.:

1. Complaints concerning a commissioned peace officer who is an employee of the College District. [See CGF]
2. Complaints concerning the withdrawal of consent to remain on campus. [See GDA]
3. Complaints against a board member or the Chancellor. [See BBFB]
4. If the complaint involves occupational fraud, waste, abuse, or ethical violations, individuals should submit the complaint pursuant to AF and any affiliated regulations.

Informal Process

The Board encourages the public to discuss concerns with an appropriate administrator who has the authority to address the concerns.

Concerns should be ~~expressed~~ presented as soon as possible to allow early resolution at the lowest possible administrative level.

Informal resolution ~~shall be~~ is encouraged but shall not extend any deadlines in this policy, except by mutual written consent.

Formal Process

An individual may initiate the formal process described below by ~~timely~~ filing a written complaint form: provided by the College District in GB Regulation.

Such complaint form shall be filed within 15 business days of the date the individual first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance. The individual is encouraged to provide a detailed factual summary of the concern along with dates and the names of HCC personnel or other witnesses with relevant knowledge.

The complaint form shall be forwarded to the lowest level administrator who has the authority to remedy the alleged problem.

The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy. This policy does not require an evidentiary hearing or "mini-trial" at any level.

Redline – Text deleted at the recommendation of TASB and/or the Administration to streamline policy and align with guidance from the Board's legal counsel.

Greenline – Existing policy language reorganized or relocated by TASB for improved organization and readability.

Blue Text – New language proposed by TASB and/or the Administration to streamline policy and align with guidance from the Board's legal counsel.

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Option to Continue Informal Process	Even after initiating the formal complaint process, individuals are encouraged to seek informal resolution of their concerns. An individual whose concerns are resolved may withdraw a formal complaint at any time.
Freedom from Retaliation	The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or "mini-trial" at any level.
Complaints	Neither the Board nor any College District employee shall unlawfully retaliate against any individual for bringing a concern or complaint.
Other Complaint Processes	In this policy, the terms "complaint" and "grievance" shall have the same meaning.
General Provisions	Complaints from the public shall be filed in accordance with this policy, except as required by the policies listed below. Some of these policies require appeals to be submitted in accordance with GB after the relevant complaint process:
Filing	1. Complaints concerning a commissioned peace officer who is an employee of the College District. [See CHA] 2.1. Complaints concerning the withdrawal of consent to remain on campus. [See GDA]
Scheduling Conferences	Complaint forms and appeal notices may be filed by hand-delivery, by electronic communication, including email and fax , or by U.S. Mail. Hand-delivered filings shall be timely filed if received by the appropriate administrator or designee by the close of business on the deadline. Filings submitted by electronic communication shall be timely filed if they are received by the close of business on the deadline, as indicated by the date/time shown on the electronic communication. Mail filings shall be timely filed if they are post-marked by U.S. Mail on or before the deadline and received by the appropriate administrator or designated representative no more than three days after the deadline. This policy does not recognize complaints posted on social media or sent via text message.
	The When a conference is required by this policy, the College District shall make reasonable attempts to schedule conferences at a mutually agreeable time. If the individual fails to appear at a scheduled conference, the College District may hold proceed with resolution of the conference complaint and issue a decision in the individual's absence .
DATE ISSUED: 11/26/2019 LDU-2019.05 GB(LOCAL)-X	Adopted: 2 of 7

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Response	At Levels One and Two, "response" shall mean a written communication to the individual from the appropriate administrator. Responses may be hand-delivered, sent by electronic communication to the individual's email address of record, or sent by U.S. Mail to the individual's mailing address of record. Mailed responses shall be timely if they are postmarked by U.S. Mail on or before the deadline.
Days	"Days" shall mean College District business days, unless otherwise noted . In calculating timelines under this policy, the day a document is filed is "day zero." The following business day is "day one."
Representative	"Representative" shall mean anya person who or organization that is designated by anthe individual to represent the individual in the complaint process. The individual may designate a representative through written notice to the College District at any level of this process. If the individual designates a representative with fewer than three days' notice to the College District before a scheduled conference or hearing, the College District may reschedule the conference or hearing to a later date, if desired, in order to include the College District's counsel. The College District may be represented by counsel at any level of the process.
Consolidating Complaints	Complaints arising out of an event or a series of related events shall be addressed in one complaint. An individual shall not file separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint. When two or more complaints are sufficiently similar in nature and remedy sought to permit their resolution through one proceeding, the College District may consolidate the complaints.
Untimely Filings	All time limits shall be strictly followed unless modified by mutual written consent. If a complaint form or appeal notice is not timely filed, the complaint may be dismissed, on written notice to the individual, at any point during the complaint process. The individual may appeal the dismissal by seeking review in writing within ten10 days from the date of the written dismissal notice, starting at the level at which the complaint was dismissed. Such appeal shall be limited to the issue of timeliness.
Costs Incurred	Each party shall pay its own costs incurred in the course of the complaint.

PUBLIC COMPLAINTS AND HEARINGS

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(LOCAL)

Complaint and Appeal Forms	Complaints and appeals under this policy shall be submitted in writing on a form provided by the College District in GB Regulation. Copies of any documents that support the complaint should be attached to the complaint form. If the individual does not have copies of these documents, they may be presented at the Level One conference. After the Level One conference, no new documents may be submitted by the individual unless the individual did not know the documents existed before the Level One conference. A complaint or appeal form that is incomplete in any material aspect may be dismissed but may be refiled with all the required information if the refile is within the designated time for filing.
Level One	Complaint forms must be filed: 1. Within 15 days of the date the individual first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance; and 2. With the lowest level administrator who has the authority to remedy the alleged problem. If the only administrator who has authority to remedy the alleged problem is the Chancellor or designee, the complaint may begin at Level Two following the procedure, including deadlines, for filing the complaint form at Level One. The appropriate administrator shall investigate as necessary and schedule a conference with the individual within ten days after receipt of the written complaint. The administrator may set reasonable time limits for the conference. Absent extenuating circumstances, the administrator shall provide the individual a written response within ten days following the conference. The written response shall set forth the basis of the decision. In reaching a decision, the administrator may consider information provided at the Level One conference and any relevant documents or information.
Level Two	If the individual did not receive the relief requested at Level One or if the time for a response has expired, he or shethe individual may request a conference with the Vice-Chancellor or designee that supervises the Level One Administrator in order to appeal the Level One decision. The appeal notice must be filed in writing, on a form provided by the College District, within ten10 days of the date of the written Level One response or, if no response was received, within ten10 days of the Level One response deadline.

After receiving notice of the appeal, the Level One administrator shall prepare and forward a record of the Level One complaint to the Level Two administrator. The individual may request a copy of the Level One record.

The Level One record shall include:

1. The original complaint form and any attachments.
2. All other documents submitted by the individual at Level One.
3. The written response issued at Level One and any attachments.
4. All other documents relied upon by the Level One administrator in reaching the Level One decision.

The Level Two administrator will evaluate the allegations and determine whether a conference would aid decision-making regarding the matter. If the administrator determines that a conference is unnecessary, the administrator may proceed with decision-making and shall provide a written response to the individual setting forth the basis of the decision. The response will be provided within 15 days of receipt of the Level Two appeal.

When a conference will aid decision-making, the Level Two administrator shall schedule a conference within ~~ten~~15 days after the appeal notice is filed. The conference shall be limited to the issues and documents considered at Level One- and identified in the Level Two appeal notice. At the conference, the individual may provide information concerning any documents or information relied upon by the administration for the Level One decision. The Level Two administrator may set reasonable time limits for the conference. The conference may be held in person or via a video platform.

The Level Two administrator shall provide the individual a written response within ~~ten~~15 days following the conference. The written response shall set forth the basis of the decision. ~~In reaching a decision, the Level Two administrator may consider the Level One record, information provided at the Level Two conference, and any other relevant documents or information the Level Two administrator believes will help resolve the complaint.~~

Recordings of the Level One and Level Two conferences, if any, shall be maintained with the Level One and Level Two records.

Level Three

~~If~~The decision of the Level Two administrator is final. However, nothing precludes the individual ~~did not receive the relief requested~~

~~at Level Two or if the time for a response has expired, he or she may appeal the decision to~~from addressing the Board.

~~The appeal notice must be filed in writing, on a form provided by the College District, within ten days of the date of the written Level Two response or, if no response was received, within ten days of the Level Two response deadline.~~

~~The Chancellor or designee shall inform the individual of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.~~

~~The Chancellor or designee shall provide the Board with the record of the Level Two complaint. The individual may request a copy of the Level Two record.~~

~~The Level Two record shall include:~~

- ~~1. The Level One record.~~
- ~~2. The written response issued at Level Two and any attachments.~~
- ~~3. All other documents relied upon by the administration in reaching the Level Two decision.~~

~~The appeal shall be limited to the issues and documents considered at Level Two, except that if at the Level Three hearing the administration intends to rely on evidence not included in the Level Two record, the administration shall provide the individual notice of the nature of the evidence at least three days before the hearing.~~

~~The College District shall determine whether the complaint will be presented in open or closed meeting in accordance with the Texas Open Meetings Act and other applicable law. [See BD]~~

~~The presiding officer may set reasonable time limits and guidelines for the presentation including an opportunity for the individual and administration to each make a presentation and provide rebuttal and an opportunity for questioning by the Board. The Board shall hear the complaint and may request that the administration provide an explanation for the decisions at the preceding levels.~~

~~In addition to any other record of the Board meeting required by law, the Board shall prepare a separate record of the Level Three presentation. The Level Three presentation, including the presentation by the individual or his or her representative, any presentation from the administration, and questions from the Board with responses, shall be recorded by audio recording, video/audio recording, or court reporter.~~

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Effective Date

~~The Board shall then consider the complaint. It may give notice of its decision orally or in writing at any time up to and including the next Trustees at a regularly scheduled Board meeting. If the Board does not make a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level Two board meeting during the public forum for citizens.~~

~~This policy shall be effective as of the adoption date, November 6, 2019.~~

DATE ISSUED: ~~11/26/2019~~
~~LDU-2019-05~~
~~GB(LOCAL)-X~~

Adopted:

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PUBLIC COMPLAINTS AND HEARINGS

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Complaints

In this policy, the terms “complaint” and “grievance” shall have the same meaning.

Other Complaint Processes

Complaints from the public shall be initiated in accordance with this policy, except as required by the policies listed below.:

1. Complaints concerning a commissioned peace officer who is an employee of the College District. [See CGF]
2. Complaints concerning the withdrawal of consent to remain on campus. [See GDA]
3. Complaints against a board member or the Chancellor. [See BBFB]
4. If the complaint involves occupational fraud, waste, abuse, or ethical violations, individuals should submit the complaint pursuant to AF and any affiliated regulations.

Informal Process

The Board encourages the public to discuss concerns with an appropriate administrator who has the authority to address the concerns.

Concerns should be presented as soon as possible to allow early resolution at the lowest possible administrative level.

Informal resolution is encouraged but shall not extend any deadlines in this policy, except by mutual written consent.

Formal Process

An individual may initiate the formal process described below by filing a written complaint form provided by the College District in GB Regulation.

Such complaint form shall be filed within 15 business days of the date the individual first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance. The individual is encouraged to provide a detailed factual summary of the concern along with dates and the names of HCC personnel or other witnesses with relevant knowledge.

The complaint form shall be forwarded to the lowest level administrator who has the authority to remedy the alleged problem.

The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy. This policy does not require an evidentiary hearing or “mini-trial” at any level.

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Option to Continue Informal Process	Even after initiating the formal complaint process, individuals are encouraged to seek informal resolution of their concerns. An individual whose concerns are resolved may withdraw a formal complaint at any time.
Freedom from Retaliation	Neither the Board nor any College District employee shall unlawfully retaliate against any individual for bringing a concern or complaint.
General Provisions Filing	Complaint forms and appeal notices may be filed by hand-delivery, by electronic communication, including email, or by U.S. Mail. Hand-delivered filings shall be timely filed if received by the appropriate administrator or designee by the close of business on the deadline. Filings submitted by electronic communication shall be timely filed if they are received by the close of business on the deadline, as indicated by the date/time shown on the electronic communication. Mail filings shall be timely filed if they are postmarked by U.S. Mail on or before the deadline and received by the appropriate administrator or designated representative no more than three days after the deadline. This policy does not recognize complaints posted on social media or sent via text message.
Scheduling Conferences	When a conference is required by this policy, the College District shall make reasonable attempts to schedule conferences at a mutually agreeable time. If the individual fails to appear at a scheduled conference, the College District may proceed with resolution of the complaint and issue a decision.
Response	At Levels One and Two, "response" shall mean a written communication to the individual from the appropriate administrator. Responses may be hand-delivered, sent by electronic communication to the individual's email address of record, or sent by U.S. Mail to the individual's mailing address of record. Mailed responses shall be timely if they are postmarked by U.S. Mail on or before the deadline.
Days	"Days" shall mean College District business days, unless otherwise noted. In calculating timelines under this policy, the day a document is filed is "day zero." The following business day is "day one."
Representative	"Representative" shall mean a person or organization that is designated by the individual to represent the individual in the complaint process. The individual may designate a representative through written notice to the College District at any level of this process. If the individual designates a representative with fewer than three days' notice to the College District before a scheduled conference, the College

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	District may reschedule the conference to a later date, if desired, in order to include the College District's counsel. The College District may be represented by counsel at any level of the process.
Consolidating Complaints	Complaints arising out of an event or a series of related events shall be addressed in one complaint. An individual shall not file separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint. When two or more complaints are sufficiently similar in nature and remedy sought to permit their resolution through one proceeding, the College District may consolidate the complaints.
Untimely Filings	All time limits shall be strictly followed unless modified by mutual written consent. If a complaint form or appeal notice is not timely filed, the complaint may be dismissed, on written notice to the individual, at any point during the complaint process. The individual may appeal the dismissal by seeking review in writing within 10 days from the date of the written dismissal notice, starting at the level at which the complaint was dismissed. Such appeal shall be limited to the issue of timeliness.
Costs Incurred	Each party shall pay its own costs incurred in the course of the complaint.
Complaint and Appeal Forms	Complaints and appeals under this policy shall be submitted in writing on a form provided by the College District in GB Regulation. Copies of any documents that support the complaint should be attached to the complaint form. Level One A complaint or appeal form that is incomplete in any material aspect may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing.
Level One	Complaint forms must be filed: 1. Within 15 days of the date the individual first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance; and 2. With the lowest level administrator who has the authority to remedy the alleged problem. If the only administrator who has authority to remedy the alleged problem is the Chancellor or designee, the complaint may begin at Level Two following the procedure, including deadlines, for filing the complaint form at Level One.

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The appropriate administrator shall investigate as necessary and schedule a conference with the individual within ten days after receipt of the written complaint. The administrator may set reasonable time limits for the conference.

Absent extenuating circumstances, the administrator shall provide the individual a written response within ten days following the conference. The written response shall set forth the basis of the decision. In reaching a decision, the administrator may consider information provided at the Level One conference and any relevant documents or information.

Level Two

If the individual did not receive the relief requested at Level One or if the time for a response has expired, the individual may request a conference with the Vice-Chancellor or designee that supervises the Level One Administrator in order to appeal the Level One decision.

The appeal notice must be filed in writing, on a form provided by the College District, within 10 days of the date of the written Level One response or, if no response was received, within 10 days of the Level One response deadline.

After receiving notice of the appeal, the Level One administrator shall prepare and forward a record of the Level One complaint to the Level Two administrator. The individual may request a copy of the Level One record.

The Level One record shall include:

1. The original complaint form and any attachments.
2. All other documents submitted by the individual at Level One.
3. The written response issued at Level One and any attachments.
4. All other documents relied upon by the Level One administrator in reaching the Level One decision.

The Level Two administrator will evaluate the allegations and determine whether a conference would aid decision-making regarding the matter. If the administrator determines that a conference is unnecessary, the administrator may proceed with decision-making and shall provide a written response to the individual setting forth the basis of the decision. The response will be provided within 15 days of receipt of the Level Two appeal.

When a conference will aid decision-making, the Level Two administrator shall schedule a conference within 15 days after the appeal notice is filed. The conference shall be limited to the issues and

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documents considered at Level One and identified in the Level Two appeal notice. At the conference, the individual may provide information concerning any documents or information relied upon by the administration for the Level One decision. The Level Two administrator may set reasonable time limits for the conference. The conference may be held in person or via a video platform.

The Level Two administrator shall provide the individual a written response within 15 days following the conference. The written response shall set forth the basis of the decision.

Recordings of the Level One and Level Two conferences, if any, shall be maintained with the Level One and Level Two records.

The decision of the Level Two administrator is final. However, nothing precludes the individual from addressing the Board of Trustees at a regularly scheduled board meeting during the public forum for citizens.

ACTION ITEM

Meeting Date: August 5, 2026

Topics For Discussion and/or Action:

ITEM #	ITEM TITLE	PRESENTER
C.	Policy DJA (LOCAL) - Assignment, Work Load, and Schedules: Telework (SB2615)	Dr. Margaret Ford Fisher Dr. Nicole Montgomery Dr. Melissa Mihalick Dr. Rodney Nathan Dr. Uchena Spencer

RECOMMENDATION

Approve this new policy, DJA (LOCAL), as set forth in the attached.

COMPELLING REASON AND BACKGROUND

Texas SB 2615 establishes a restrictive framework for telework across public institutions of higher education.

The statute shifts telework from a broadly permitted practice to one that is generally prohibited unless specific and limited exceptions apply.

Telework is defined as a work arrangement that allows an employee of an institution of higher education to conduct all or some institutional business on a regular basis at a place other than the employee’s regular place of employment. The presumption of the bill is that telework is not available to any employee unless they qualify for a specific exception.

This is ultimately an opportunity to re-anchor around student presence and operational consistency.

LEGAL REQUIREMENT

Texas Senate Bill 2615

STRATEGIC ALIGNMENT

1. Student Success, 3. Academic Rigor , 5. College of Choice

ATTACHMENTS:

Description	Upload Date	Type
DJA (LOCAL)_new	7/24/2026	Attachment

This item is applicable to the following: District

ASSIGNMENT, WORK LOAD, AND SCHEDULES
TELEWORK

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**Allowable Telework
Exceptions**

Houston City College will permit approved telework on a temporary or permanent basis for the following scenarios:

1. An employee who is experiencing a temporary or permanent medical condition or disability requiring the institution to make a reasonable accommodation under state or federal law for telework.
2. An employee employed in a teaching position but is not a faculty member of the institution.
3. An employee is employed in a teaching position and is currently assigned to teach only a course or program that the institution has:
 - a. Approved for remote instruction in accordance with the institution's academic oversight or faculty governance procedures; and
 - b. Designated as distance education or a dual credit course or program provided by the institution.
4. An employee employed as a faculty member and is on a temporary research assignment located off the institution's campus.
5. An employee employed as a faculty member who provides telehealth services as part of the employee's assigned clinical, research, or instructional duties.

Approval Process

Requests for telework as a reasonable accommodation for an employee with a temporary or permanent medical condition or disability shall be reviewed and approved by the Talent Engagement Department in accordance with applicable federal law and the College District's procedures for administering reasonable accommodations under the Americans with Disabilities Act (ADA) and as outlined in procedures developed by Talent Engagement.

All other requests for telework shall be submitted by the employee to the employee's immediate supervisor and shall include all information necessary for review and consideration. In reviewing the telework request, the supervisor must consider equipment needs and maintenance, employee safety, confidentiality requirements under state and/or federal law, communication and supervision, and adherence to any state or federal law. After review of the request, the supervisor will then forward the request along with a recommendation related to the request to the Talent Engagement Department for consideration and ultimate approval. The Talent En-

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gagement Department will create procedures for accepting, processing, responding to, and documenting requests for telework. This Department will be responsible for reviewing and ensuring compliance with all policies and regulations. Each telework approval is required to be reevaluated at least once per fiscal year.

**Expectations for
Telework**

An employee granted telework status must maintain a safe, secure, and professional telework environment. The employee is required to adhere to all state and federal laws, and Houston City College policies, regulations, and handbooks while on telework status. The employee on telework status is further required to maintain access to networking and internet connection sufficient to perform all job-related duties. Lastly, it is expected that an employee on telework status will communicate timely and be responsive in the same manner the employee would if working on campus.