

3.3 STUDENT COMPLAINTS

* Final level of review

Original Date of Issue: 3/21/79

Revised: 12/21/16, 6/15/16

The College will maintain and follow a published process by which students can register complaints and have their concerns and questions considered by appropriate College officials. The Student Affairs staff (Career and Counseling Center, Assessment Center, Campus Life Office, etc.) can advise students about the appropriate procedures to follow in resolving a general complaint or concern.

Within 5 working days, the staff member to whom the complaint or concern is brought will respond to the student making the accusation.

Resolution of Student Complaints

Students should direct concerns to the staff member who is responsible for the area of concern. Students in doubt as to the appropriate staff member should seek the advice of a Student Affairs staff member.

Depending on the nature of the concern, students can resolve problems by following the successive levels of review as indicated below. Students not satisfied with results at one level should go on to the next level. The final level of review is indicated below.

In a situation concerning alleged discrimination where steps other than the normal level-to-level ones are required, deans or appropriate division heads shall be contacted by the vice president of human resources, and, in these instances, the College's Nondiscrimination and Harassment Policy shall be followed.

Procedural Steps for Resolving Student Complaints

1. Concern with a policy, regulation, and/or procedure problems:

- student meets with staff member
- if not satisfied, student meets with staff member's supervisor
- if still not satisfied, student meets with supervisor's area head
- if still not satisfied, student meets with the President*

2. Concern about teaching faculty – other than a grade or instructional issue, which should be addressed by the Grade Appeal Policy:

- student meets with faculty member, if feasible
- if not satisfied, student meets with dean or assistant dean
- if still not satisfied, student meets with provost or appropriate vice president
- if still not satisfied, student meets with the President*

3. Concern in other non-teaching area

- student meets with staff member, if feasible
- if not satisfied, student meets with staff member's supervisor
- if still not satisfied, student meets with supervisor's area head
- if still not satisfied, student meets with the President*

4. Discrimination or Sexual Harassment

- student files allegation with the vice president of human resources
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