



TITLE: Student Complaints	ORIGINAL EFFECTIVE DATE: 8/15/2022	
	REVISION DATE:	VERSION:

(This policy rescinds any previous publication covering the same material.)

I. Purpose:

To outline guidelines for processing complaints from college students.

II. Policy:

The student complaint process is conducted through written communication. While college personnel will respond to e-mail, in-person, and telephone inquiries with general questions and concerns, the formal complaint/appeal processes begin with written documentation. The college will respond in writing to all formally written complaints. Complaints from employees or third parties shall be handled through processes established in other policies. Academic concerns related to a grade and/or classroom performance need to follow the Academic Appeal Process outlined in the College Catalog.

III. Definitions:

Complaint: A concern that is submitted in writing through a formal process and requires a response from college administration.

IV. Procedure:

Complaint Process

1. A student submitting a complaint will complete the Student Concern Form, containing the nature and specifics of the concern, and submit it through electronic means.
2. The student should attach documentation to support the concern, when possible. For example, if the complaint is in reference to an institutional policy, a copy of the policy should be attached.
3. The student submitting the form is expected to sign and date the form and include an email address for future correspondence.
4. If a student submitting a complaint does not respond to any requests for additional information within 5 business days of the request, the complaint will be closed.

College Process

1. The Student Concern Form will be posted on the website and in the student portal for ease of access by students.
2. A completed Student Concern Form will be routed to one email address and monitored by two identified college personnel.
3. Once a written complaint is received, it is forwarded to the appropriate administrator for investigation and written response within 2 business days from the time of receipt, excluding college holidays.
4. Complaints will be logged and tracked through their written response.

5. The retained log of all complaints, with personal identifying information redacted, will be submitted to the Institutional Effectiveness Committee (IEC) at minimum once per year by the collectors of the data for their review of any patterns and trends that need addressed.

V. Approvals:

Administrative Council: 08/22/2022

VI. Location: [Please provide verbiage for the following required publications]

1. Website [Policy and Complaint Process]

Source:

Related References: