

Student Complaint Procedure

The Student Complaint Procedure has been established to address student complaints about a program, service, or college employee (i.e., faculty, staff, or administrator).¹ Note that a student should initiate the procedure within one month of the end of the semester in which the alleged situation occurred.

Step 1

The initial step in the complaint process should include an informal attempt to resolve the complaint, either directly with the college employee or with the supervisor of the program or service area. If this is not appropriate in a particular situation, the student should proceed directly to Step 2.

Step 2

If a satisfactory resolution is not reached in Step 1, the student should arrange to meet with the immediate supervisor of the college employee in question, or if more appropriate, with the administrative supervisor of the program, department, or service area. The student may formalize the complaint by putting it in writing, or alternatively, may prefer to discuss the complaint on an informal basis. Depending on what is appropriate in a given situation, the supervisor may:

- a. determine that existing policies and procedures are reasonable and were properly followed and /or that there was no unfair or inappropriate treatment (i.e., the complaint has no merit);
- b. inform the student that the appropriate policy, procedure, and/or service area will be reviewed in light of the complaint and that appropriate changes will be considered;
- c. attempt to mediate the complaint by meeting with the college employee or other appropriate individuals in order to arrive at a resolution that is acceptable to all parties;
- d. inform the student that while the complaint may very well have merit, it will need to be handled between the supervisor and the employee in a confidential manner in accordance with negotiated labor contracts; or,
- e. refer the student to a more appropriate administrator.

Note that the supervisor should make every effort to address the complaint within 10 business days of having received it.

Step 3

If the student is dissatisfied with the manner in which the complaint has been handled at Step 2, and would like to pursue the matter further, the complaint should be put in writing and forwarded to the campus Dean responsible for that area.² The Dean should then make every effort to address the complaint within 10 business days.

Executive Council
Approved, June 6, 2002

¹ Note that this procedure is not intended to replace any specialized procedure that has been, or may be, established by the College, such as the Grade Grievance Procedure, Sexual Harassment, Student Code of Conduct, Tuition Refund Appeals, and Mandatory Medical Withdrawal. Copies of these procedures are available at the Dean of Student Services Office.

² The Dean of Student Services is responsible for student services, student life and enrollment services; the Dean of Faculty is responsible for all faculty and instructional matters; the Executive Dean is responsible for plant operations and business affairs and also supervises the Deans of Faculty and Student Services.