

POLICIES AND PROCEDURES

AREA: Student Affairs

NUMBER: Policy 4.15

SUBJECT: Student Complaints

Student complaints are handled through the campus offices having responsibility for the area where the complaint is directed. Complaints relating to academic issues should be filed or discussed with the appropriate department chair in which the complainant's major resides. If there is a question regarding the handling of a student complaint, the department chair shall advise the student on the appropriate route for addressing the complaint or refer the matter to the Vice President for Academic Affairs. For non-academic areas, complaints should be filed or discussed with the appropriate supervisor of the area where the complaint is directed. The supervisor may advise the student on the appropriate route for addressing the complaint or refer the matter to the appropriate President's Cabinet member for resolution.

Formal complaints must be submitted in writing and signed. The College is not obligated to consider complaints that are not in writing, or which are anonymous.

SOURCE: Board of Trustees: February 22, 2013; February 25, 2011; February 20, 2004; October 04, 2002; February 22, 2002

ACCOMPANYING DOCUMENTS:

1. Procedures