Revision Responsibility: Vice President of Academic Affairs
Responsible Executive Office: Vice President of Academic Affairs

Purpose:

To outline how the informal complaint procedure is to be utilized by students.

Background:

The College aims to handle complaints in a way that:

- encourages informal conciliation
- is fair and efficient
- treats complaints with appropriate seriousness, empathy and confidentiality
- facilitates early resolution

Procedure:

Students who wish to initiate a review of any type of concern or complaint shall use the following process:

Step One: The student should determine the type of issue, concern, or complaint he/she wishes to have reviewed. Types of issues include, but are not limited to: (A) concerns about grades or other learning activities, (B) concerns about behaviors perceived by the student from other students, faculty or staff, and (C) any other concerns directly relating to the academic or operational processes that are under the purview of the College.

Step Two: A complaint should initially be addressed to the faculty member or member of staff who is most directly concerned with the issue. In order to ensure that the complaint is raised at a mutually convenient time, the student should try to arrange an appointment with this person. Complaints about grading and other
issues affecting academic performance and progression must be made in accordance with Policy 02:24:00 Satisfactory Academic Progress (SAP). Concerns about academic progression must be filed prior to the close of business at the end of the first week of the following academic quarter for which the complaint is being made.

Step Three: The student should expect a response using e-mail (or other College approved preferred contact method) as appropriate within 5 working days.

Step Four: If the issue being raised in the complaint has been reviewed by the student with the faculty involved and the student believes a satisfactory resolution has not been reached, the student may elect to progress to the next phase of informal complaint resolution which is review by a designated executive administrator of the College. The administrator shall review the complaint, collect any additional information, and render a decision within 5 days (resource availability permitting) and notify the student of the decision.

If the issue being raised in the complaint has been reviewed by the executive administrator and the student believes a satisfactory resolution has still not been reached, the student may elect to progress to the last course of action, initiation of a formal grievance (see Policy 02:16:00 Grievance).