
Code of Integrity

Formal Complaint Process for Students

Introduction

The purpose of the Formal Complaint Process for Students is to provide a method of recourse to both credit and continuing education students who think that a particular action on the part of a College staff or faculty member has violated accepted or stated institutional practices and standards. Resolution should first be attempted through informal discussion among the parties involved.

Student concerns appropriate to this process include, but are not necessarily limited to: contesting of grades assigned for exams, written assignments or other projects; or any disagreement relative to a student's academic progress; concerns regarding ethical and professional behaviors of staff or faculty; arbitrary application of current College policies by staff or faculty members; and perceived violations by staff or faculty members of accepted rights of students in institutions of higher learning such as the right to free expression, the right to assemble, etc. This process is intended to be investigative rather than adversarial and is not to be used when the complaint involves an alleged violation of the Code of Integrity (refer to College Regulations and Policies: Code of Integrity).

Procedures

Preceding any discussion, it may be helpful for the student to consult with the Integrity and Judicial Affairs Advocate or designee to clarify the issues involved. Students are asked to adhere to the following procedures as outlined below:

Step 1:

The student and staff or faculty member involved in the complaint should try to resolve the dispute through discussion.

Step 2:

If resolution is not reached at the Step 1 level, the student must complete a "Complaint Form" (enclosed) and submit it to the staff or faculty member's immediate supervisor within five (5) working days of the complaint. The supervisor and student will then meet to discuss the complaint.

Step 3:

After discussion with the immediate supervisor, if the complaint is not resolved within five (5) working days, the student may have his/her complaint heard by the immediate supervisor's supervisor. It will be the immediate supervisor's responsibility to forward the complaint file to his/her supervisor. This supervisor will then review the matter and make a final decision regarding the complaint.

Please Note – Complaints of sexual harassment refer to College Regulations and Policies: Sexual Harassment Policy and Procedures. A supervisor may be a coordinator, department chair, director, dean, or vice president.

Complaint Form

The following form is to be used in the Complaint Process for Students as noted in the College catalog under College Regulations and Policies. The student and staff/faculty member involved in the complaint should try to resolve the dispute through discussion. If resolution is not reached at this level, the student must complete this "Complaint Form" and submit it to the staff/faculty member's immediate supervisor within five (5) working days of the alleged complaint. This written documentation allows for a more formal and consistent review of the particular situation.

Student Name: _____

Student ID#: _____

Phone No.: _____

Email Address: _____

Summary of Complaint:

(please note details, dates if applicable, sequence of events, etc.; use additional paper if necessary)

Desired Outcome:

(please note what specific results you would like to see achieved through this process)

Student Signature _____ Date _____

Complete and return this form to and schedule a meeting with the immediate supervisor of the staff/faculty member with whom you have the complaint. Note: a supervisor may be a coordinator, department chair, director, dean, or vice president.

For college staff use only – attach additional pages if needed

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Name of immediate supervisor of faculty/staff member: _____

Date of meeting with student: _____

Notes: _____

Complaint resolved

Complaint not resolved

Immediate supervisor's signature: _____ *Date:* _____

Date file forwarded to supervisor's supervisor: _____

Name of supervisor's supervisor: _____

Date of meeting with student: _____

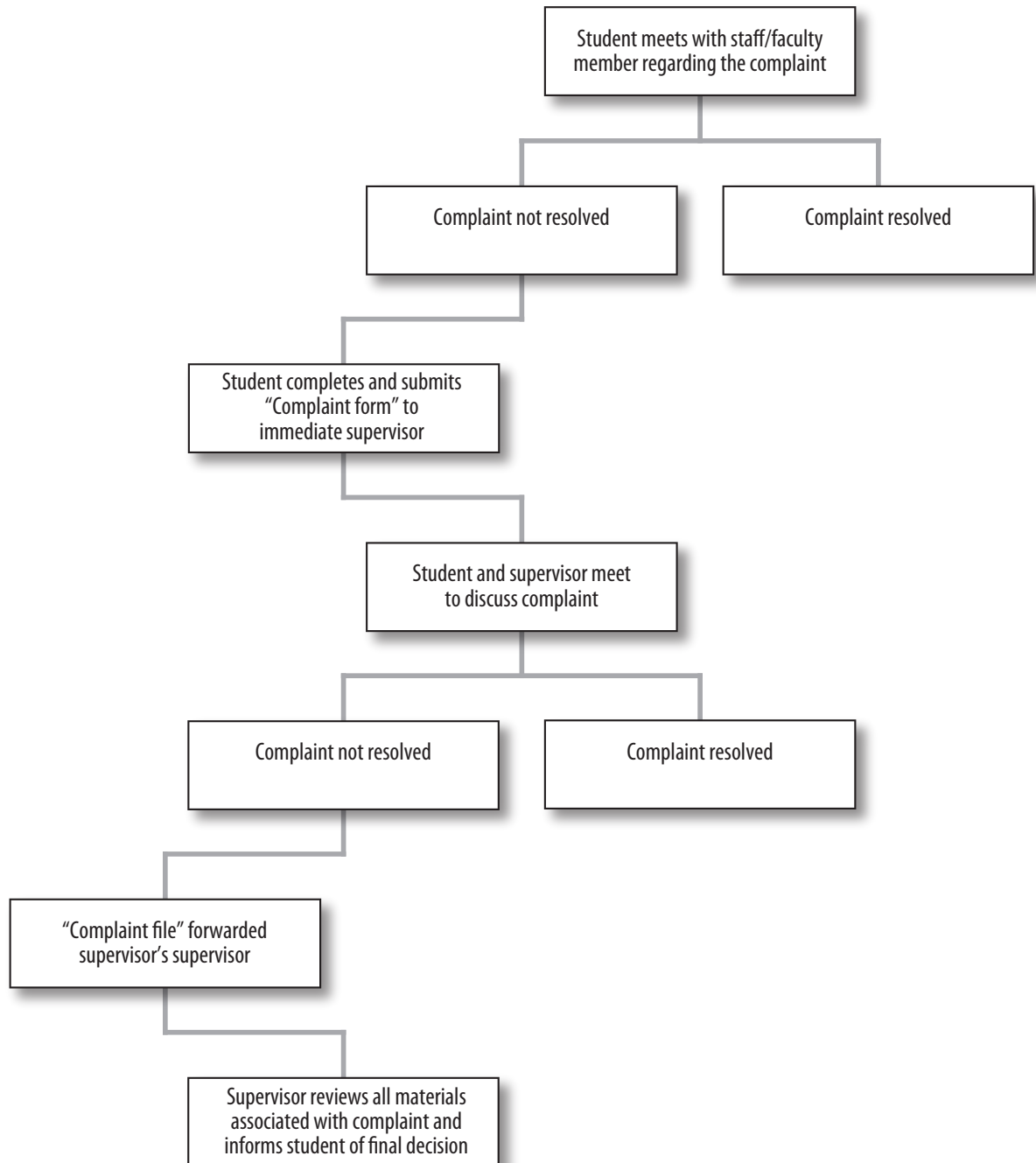
Notes: _____

Complaint resolved

Complaint not resolved

Supervisor's signature: _____ *Date:* _____

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Please note: A supervisor may be a coordinator, department chair, director, dean, or vice president.

