

# STUDENT COMPLAINT PROCESS

## Some Important Ideas:

- Teaching and learning are complex processes. The expectations for each may not always be communicated clearly or understood completely.
- Most people try to do the best job they can. Assume people have the best intentions.
- It is natural for people to have different ideas, opinions, or expectations.
- Most differences are resolved by in-person communications that are courteous and respectful.
- Think about what would be a reasonable solution for all parties.
- If you have questions about this process, talk to someone like a counselor, advisor or other faculty or staff members.
- Most differences are resolvable at Step 1.
- Be open to alternate solutions.

## HOW TO RESOLVE COMPLAINTS WITH FACULTY MEMBERS

If you have a concern or complaint about a faculty member or an instructional program, use this process.

If your complaint is about sexual harassment or illegal discrimination, there is a process that is different from this one. To get information about the discrimination/sexual harassment complaint process contact the Human Resources Office, the Counseling Office, or any administrative office.

### STEP 1 INFORMAL MEETING

Talk directly to the faculty member involved. If this is hard for you, you may bring someone with you. Make an appointment, and if you are bringing someone with you, let the faculty member know this.

### STEP 2 FORMAL LETTER

In the unlikely event that your meeting does not solve your concern, write a letter to the faculty member's immediate administrator. This will be the dean listed in the chart below.

In your letter describe the situation, provide dates and times, give examples, and provide documents. The administrator that receives your letter will send a copy of your letter to the faculty member.

The administrator will send you and the faculty member a written response within 15 contract days after receiving your letter. (The administrator may request to meet with you, first.)

### STEP 3 APPEAL TO VICE PRESIDENT

If you wish to appeal the decision of the first administrator, you have five contract days after you receive your written response. Write a formal letter of appeal to

the appropriate vice president (listed in the chart below). Include all the materials you sent and received in Step 2.

The vice president will send you and the faculty member a written response within 15 contract days after receiving your letter.

### STEP 4 APPEAL TO PRESIDENT

If you wish to appeal the decisions of the vice president, you have five contract days after you receive your written response. Write a formal letter of appeal to the president. Include all the materials you sent and received in Step 3.

The president will send you and the faculty member a written response within 15 contract days after receiving your letter.

The decision of the president is final.

## WHO TO CONTACT:

STEP	Academic Transfer	Workforce Education	Basic Skills	Child and Family Studies	Library	Counseling
1	Faculty Member	Faculty Member	Faculty Member	Faculty Member	Librarian	Counselor
2	Dean of Academic Transfer	Dean of Workforce Education	Dean, Basic Skills	Dean Child and Family Studies	Dean of Library Services	Director of Advising/Counseling
3	Vice President Instruction	Vice President Instruction	Vice President Instruction	Vice President Instruction	Vice President Instruction	Vice President Student Services
4	President	President	President	President	President	President