



## **Student Academic Complaint Procedure**

The Student Academic Complaint Procedure is used to resolve a *student's complaint of an academic nature with a faculty member in whose class the student is currently enrolled*. (Note that this procedure does not apply to alleged academic dishonesty issues, which are addressed through the College's [Student Judicial Procedures](#).) As needed, distance education students will be afforded alternatives to in-person steps that ensure opportunity for accessibility during the student complaint procedure.

### **Step 1 (Faculty Level)**

The first step is for the student to discuss the complaint with the faculty member involved. If the complaint involves a grade, the student must take the complaint to the faculty member within the seven (7) calendar days following the assignment of the grade. It is hoped that the complaint may be satisfactorily dealt with at this level. The faculty member advises the student of his/her option to take the matter to the next level, the department chair (Step 2).

### **Step 2 (Department Chair Level)**

If the student and the faculty member are unable to resolve the complaint, the student may take the complaint to the faculty member's department chair or designee no later than seven (7) calendar days after meeting with faculty member (Step 1). It is the responsibility of the department chair or designee to arrange for a conference where the student, faculty member, and the department chair or designee will be present for discussion. Depending on the nature of the complaint, the department chair or designee may determine separate conferences are appropriate. Neither the faculty member nor the student will be allowed representation at the conference.

The department chair or designee shall hear both sides of the complaint and shall attempt to mediate a settlement. The department chair or designee must document the student's complaint, desired resolution, the subsequent proceedings, recommended solution, and outcome of the matter on the [Academic Division Student Complaint Form \(Form 2530/005\)](#). If the department chair or designee and the student are unable to resolve the complaint, the department chair or designee offers the student the option to pursue the complaint at the division dean level (Step 3). Upon completion of Step 2, the department chair or designee provides the faculty member with a copy of the documentation.

### **Step 3 (Academic Division Level)**

If the student desires to pursue the complaint at the division dean level, the division dean or designee shall provide for a conference with both the student and the faculty member present for joint discussion of the complaint. Depending on the nature of the complaint, the division dean or designee may determine separate conferences are appropriate. The division dean or designee documents the proceedings and outcome on the [Academic Division Student Complaint Form \(Form 2530/005\)](#). If the student does not receive the satisfaction desired at the division level, the division dean or designee provides the student with the College's [Student Grievance Procedures](#) policy, which begins with the student submitting an [Online Student Complaint Form](#). Upon completion of Step 3, the division dean or designee provides the faculty member with a copy of the documentation.

### **Step 4 (College Level)**

A student wishing to file a complaint through the College process must submit the [Online Student Complaint Form](#) and follow the instructions contained in the College's [Student Grievance Procedures](#) policy.