

Board Policies

STUDENT AFFAIRS

408.00 Student Complaint Policy

The purpose of this Policy is to provide students with a fair and efficient process to present and resolve complaints relating to matters of academic and non-academic concern and to have those complaints heard in a fair and impartial manner.

This Policy shall be available to any student who wishes to bring forward an academic or non-academic complaint that is not covered by another avenue of redress through College policies or operating procedures. For example, the following matters can be addressed through other College policies and operating procedures and are not subject to this Policy:

- 263.00 Student appeal of course grades
- 470.00 Equal Opportunity
- 139.00 Sexual Harassment

Complaints are best resolved if addressed early. It may be difficult to substantiate the allegations made if brought forward after significant time has passed. Any time there is a concern related to classroom situations, college services, or administrative actions, the student should contact the faculty or staff member(s) with whom he/she has a concern. It may be possible to resolve the concern without need for formal institutional action. Direct contact will be established by completing the Student Complaint form in accordance with procedure AP 408.

It shall be considered a violation of this Policy for any student to knowingly file a false or malicious complaint. If the College believes that such a false or malicious complaint has been filed, the matter will be addressed in accordance with the College's applicable policies and operating procedures. Participants in the complaint resolution process should respect the matter as confidential. All information revealed and all discussions held shall be as confidential as reasonably possible within legal requirements and organizational responsibilities, and within limits allowing for the review to occur.

No employee or student shall retaliate or discriminate against a student because of the student's filing of or participation in the review of a complaint. Retaliation includes taking any action that may have a materially adverse impact on the student's academic success or the learning environment of the student. Retaliation should not be taken (whether actual or threatened) because of the individual's filing of or participation in the review of a complaint under this Policy, whether or not such complaint is determined to be valid. Any person believing that retaliation has taken or is taking place should immediately report the matter to Executive Director of Student Services.

Adopted: October 21, 2024