

3357:13-15-021 Procedures for Initiating a Student Complaint/Appeal (Other than Discrimination or Harassment)

- (A) This Procedure does not apply in cases where the student initiates a complaint regarding discrimination or harassment. A student filing a complaint regarding discrimination or harassment must follow the College's Discrimination, Harassment, Sexual Misconduct, Stalking, and Retaliation Policy (Policy No. [3357:13-15-03](#)).
- (B) This procedure does not apply in matters of assessing incoming students' readiness skills/student placement (see [3357:13-14-09](#) Assessment of Incoming Students) or academic grade appeals (see [3357:13-14-29](#) Academic Grade Appeal Policy).
- (C) If a student feels that college personnel have treated him/her unfairly or that a college policy or practice has been applied unfairly to his/her situation, the student has the right to submit a written complaint or appeal.
- (D) Students who feel that college personnel have treated them unfairly (other than discrimination or harassment) have the right to file a complaint. The procedures for filing a complaint must carefully follow this process. Failure to carefully adhere to the step-by-step process could result in an unsatisfactory outcome of the complaint.
 - (1) Prior to filing a written complaint, the student is encouraged to make a reasonable effort to resolve the problem informally.
 - (a) The student should make a reasonable effort to discuss the complaint with the person against whom he/she has a complaint or with that appropriate supervisor within five (5) working days of the occurrence. All reasonable efforts should be made to resolve the problem at this level if possible.
 - (b) If a resolution cannot be achieved, the student should submit the completed universal complaint/appeal form ([form 15-021a](#)) with documentation, if any, to support your extenuating circumstances to the supervisor responsible for the policy.
 - (a) This form is not to be used for assessing incoming students' readiness skills/student placement, FERPA, academic grade appeals, Discrimination, Harassment, Sexual Misconduct, Stalking, and Retaliation, and student behavior.
 - (b) This form is intended to serve all subject matter areas excluding those covered by specific policies and procedures, as listed in [3357:13-15-02](#) (A), (B) and (C).
 - (2) If the student is not satisfied with the results of the informal meeting, the student then has five (5) working days from the informal meeting, or, if the student elects not to

informally resolve the problem, five (5) working days from the date of the occurrence, to present a formal written complaint to the alleged offender's supervisor. The student should contact the applicable division for contact information for the supervisor.

- (a) The student must submit a formal written complaint to the supervisor by using form [15-021a](#) (Universal Student Complaint-Appeals Form.) Submission may be done via mail, e-mail or in person to the office of the supervisor.
 - (b) The written complaint should include details from the informal meeting, a specific description of the problem, the reason(s) the student believes his or her rights have been violated and a proposed resolution to the situation. If the student chose to skip the step outlined in (C)(1)(a), the student must explain their rationale for doing so.
- (3) The supervisor will objectively investigate the complaint, consult with all involved parties, review the written complaint, and render a written decision. The student and all involved parties will be notified, in writing, of the supervisor's decision within five (5) working days of submitting the written appeal. If not in agreement, the student will then have five (5) working days to appeal this written decision to the applicable vice-president.
 - (4) To appeal the supervisor's written decision, it is the student's responsibility to have the written complaint and supporting documentation forwarded to the applicable vice-president for review.
 - (a) Academic matters shall be directed to the Chief Academic Officer/Vice President of Academics and Student Services.
 - (b) Financial matters shall be directed to the Chief Fiscal Officer/Vice President of Business and Administrative Services.
 - (5) The appropriate vice president will review the written complaint, objectively investigate the complaint, consult with all involved parties, and render a written decision within five (5) working days of receiving the appeal of the supervisor's decision. This decision shall be final.
- (E) Students who feel that a college policy has been applied unfairly to their situation have a right to appeal. The procedure to appeal a decision must carefully follow this process. Failure to carefully adhere to the step-by-step process could result in an unsatisfactory outcome of the appeal.
- (1) A student who feels a college policy has been applied unfairly shall request a review of the policy within five (5) working days to the supervisor or designee responsible for administering the policy. The supervisor or designee shall meet with the student within five (5) working days to offer a recommendation for resolution.

- (a) If the matter is not resolved in the conference with the supervisor or designee, the student has five (5) working days to file a written appeal on form [15-021a](#) (Student Complaint-Appeals Form.) If there is documentation that the student believes supports the claim, documentation must be included with the form to support the appeal.
 - (i) Universal Student Complaint-Appeal Forms (15-021a) are also located in each of the offices of the academic deans, admissions, the business office, the office of the vice president for academic and student services, human resources office, and the office of the president on the main campus. At Kehoe, forms may be obtained in the office of the academic dean. At the Urban Center, forms may be obtained from the office of the director. At the Crawford Success Center, forms may be obtained from the office of the director.
 - (ii) Upon completion of form [15-021a](#) (Student Complaint-Appeals Form), it should be submitted to the supervisor of the individual who rendered the original decision.
 - (b) The supervisor shall review the policy and the facts of the complaint and/or appeal and employ any reasonable investigatory powers available including, but not limited to, interviews with the student and the individual who rendered the first decision.
 - (c) The investigating supervisor will render a decision within five (5) working days regarding if the policy was appropriately applied and inform the student of the decision in writing.
- (2) If the student disagrees with the supervisor of the policy's decision, the student may appeal the decision to the next level of authority over the area governed by the policy in question.
- (a) The supervisor of the policy will render a decision within five (5) working days regarding if the investigating supervisor's ruling was appropriately decided. Upon this review, the student will be informed in writing.
- (3) In the event the student disagrees with the investigating supervisor's decision, the student may appeal the decision to the next level of authority over the area governed by the policy in question.
- (a) The appropriate vice president will render a decision within five (5) working days regarding if the investigating supervisor's ruling was appropriately decided. Upon this review, the student will be informed in writing.

- (b) The decision of the appropriate vice president is final, unless the originating supervisor was the vice president in which the final decision will rest with the president.

- (4) Upon final resolution of the complaint-appeal, all documents will be kept in the Office of the Vice President for Academic and Student Services.

Effective: August 1, 2016
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