

3357:13-15-02 Student Complaint and Appeal Policy (Other than Discrimination or Harassment)

- (A) This policy 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 [3357:13-15-03](#)).
- (B) This policy does not apply in cases involving student behavior subject to the college's Code of Student Conduct/Discipline Policy. A student wishing to initiate a complaint or appeal in this area should consult policy [3357:13-15-01](#) for guidance.
- (C) This policy 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).
- (D) North Central State College encourages student communication with the administration, faculty, and staff regarding College operations, policies, and procedures and encourages students to use existing policies, personnel, and departmental offices to express specific concerns. Should a student deem that the existing policies, personnel, and departmental offices cannot address his/her specific concern or complaint, North Central State College accepts and maintains records of formal written complaints filed with the office of the Department Supervisor, Assistant Dean, Dean, or Vice President.
- (E) North Central State College is committed to fair and equitable decision-making regarding all policies and practices of the College. When decisions are rendered regarding the application of policies, the college is committed to resolving disagreements over the outcome through an appeals method adhering to the principles of due process.
- (F) Anytime students feel that a college policy or practice has been applied unfairly to their situation, they have the right to submit a written complaint or appeal. Procedures for filing such a complaint/appeal may be found in [3357:13-15-021](#) Procedures for Initiating a Student Complaint/Appeal (Other than Discrimination or Harassment).
- (G) The College will take measures to avoid making a record of individual identities of those involved and will shield names and individual identities in any information or report that may be required by the College's accreditor.

Effective: August 1, 2016

Next Review: September 1, 2027

Review Dates: 12/15/14, 07/26/16, 9/19/22