

3357:13-15-021 Procedures for Initiating a Student Complaint

- (A) This procedure does not apply in cases where the student initiates a complaint regarding discrimination or harassment. Students 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). This procedure does not apply in matters relating to academic grade appeals (see 3357:13-14-29 Academic Grade Appeal Policy).
- (B) Students have the right to submit a written complaint or appeal if they feel that college personnel have treated them unfairly, or that a college policy or practice is unfair.
- (C) Students filing a complaint must follow the process below:
- (1) Prior to filing a written complaint, students are encouraged to make a reasonable effort to resolve the problem informally.
 - (2) Students should make a reasonable effort to discuss the complaint with the person against whom they have a complaint or with that person's supervisor as soon as possible after the occurrence. All reasonable efforts should be made to resolve the problem at this informal level if possible.
 - (3) If a resolution cannot be achieved, the student should submit a complaint via the web-based interactive NCSC Complaint Form (form 15-021b) found at the bottom of NCSC's home page. This form is not to be used for academic grade appeals nor Title IX cases which are covered by the College's Discrimination, Harassment, Sexual Misconduct, Stalking, and Retaliation Policy (Policy No. 3357:13-15-03). 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).
 - (4) The written complaint should include details from the informal meeting, a specific description of the problem, the reason(s) the student believes their rights have been violated and a proposed resolution to the situation. If students choose to skip the informal step, they will be asked to explain their rationale for doing so.
- (D) The process from the submission of the complaint is as follows:
- (1) Within two business days the student will receive a notification of receipt and routing information from the office of Academic Support Services.
 - (2) The supervisor receiving the complaint from the office of Academic Support Services will contact the student within 5 business days to clarify any questions, and apprise the student to the status of their complaint.
 - (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 by mail via an official letter, of the supervisor's decision within a reasonable period of time. The supervisor's letter will include directions on the steps to follow in the appeal process and to which Vice President to direct the written appeal. If not in agreement, the student will then have 15 business days to provide a written appeal to the applicable vice president.

(E) To appeal the supervisor's written decision, the student should forward the written complaint and supporting documentation to the applicable vice-president for review.

(1) Academic matters shall be directed to the Chief Academic Officer/Vice President of Academics Services.

(2) Financial matters shall be directed to the Chief Financial Officer/Vice President of Business Services.

(3) Student Service matters shall be directed to the Vice President of Student Services and Institutional Effectiveness.

(F) The appropriate vice president will review the written complaint, objectively investigate the complaint, consult with all involved parties, and render a written decision within ten (10) working days of receiving the appeal of the supervisor's decision. This decision shall be final.

Effective: August 27, 2019

Next Review: August 1, 2024

Review Dates: 12/15/14, 8/1/18, 8/27/19