

305 STUDENT COMPLAINT PROCEDURE

Warren County Community College is committed to providing an environment encourages open and effective communication and respect for all members of the college community. From time to time disputes may arise that need resolution. In these instances, WCCC encourages all students to first direct the concern to the individual or department/area with whom the concern resides. Students should stop by the Office of Student Services or the Office of Academic Affairs if they have a question as to who should be contacted about a concern.

Most concerns should be resolved through an open, honest dialogue between the persons involved. In cases where that may not be possible, the Student Complaint Procedure can assist in facilitating a resolution.

Definition of Student Complaint

A complaint is a student initiated complaint about the treatment of the student by an employee or contractor of the College. The Student Complaint Process can be used when the concern **does not** fall into one of the current complaint/appeal categories:

- a) Complaints regarding intimidation, harassment, bullying, inappropriate sexual contact or sexual assault: Any of these claims should be **immediately** forwarded to the Director of Human Resources/Title IX Compliance officer.
- b) Appeal of Financial Aid: An appeal of financial aid is done through the formal Financial Aid Appeal Form and Process.
- c) Request for a grade change or grade reconsideration: This is done through the Grade Change Request Form and Process.
- d) Request for a late refund, forgiveness of charges or medical withdrawal. This is done through the Special Considerations Form and Process.
- e) Complaints about Federal, State or local statutes, rules, regulations or requirements that are beyond the scope of something that can be resolved by the College.

A complaint may not be submitted on behalf of another person unless the complainant is incapacitated and unable to complete the form.

Procedure

- 1) The student shall complete a Student Complaint Form and direct it to the Board Recording Secretary. The form must be signed and include an e-mail address for subsequent follow up. In order that a timely resolution can be made in this matter, the form should be submitted within 5 business days of the incident or activity.
- 2) The Board Recording Secretary or designee shall submit an acknowledgement to the Complainant within 3 business days and indicate either a) a resolution to the process or b) the next step in the process for a resolution and a projected timetable.
- 3) Once a resolution to the process provided, the complaint will be considered addressed and closed.

Reporting and Publishing Responsibilities

The Board Recording Secretary shall maintain a log on all complaints and aggregate student complaint information so that the data on complaints can be reported each December to the Board of Trustees.

The College shall publish information regarding the Student Complaint Process in its Student Handbook and on its website at www.warren.edu. Information regarding the number and types of complaints shall also be collected and reported as necessary to the Middle States Commission on Higher Education in accordance with accreditation requirements.

Approved: 05/21/16

Revised: 12/22/21