

3354:1-30-03.4 Procedure on student complaints.

(A) Introduction

- (1) The College strives to provide every student with a successful and positive educational experience. As part of an effort to continuously improve the College, while also resolving legitimate student concerns, the College maintains this Student Complaints Procedure. This procedure does not apply to issues covered by the College Policy on Affirmative Action, Equal Opportunity, Discrimination, and Harassment (rule 3354:1-42-01 of the Administrative Code) or that policy's associated procedures. It also does not apply to issues covered by the Student Conduct Code or Student Judicial System.
- (2) In this procedure, "days" means weekdays other than College holidays, winter leave days, or days the College is closed due to weather, emergency, or other reason.

(B) Student complaints

- (1) The student complaints process does not apply to grade disputes, which are addressed in the College's procedure on grade disputes (3354: 1-30-03.13).
- (2) Any student who is dissatisfied with an aspect of his or her collegiate experience involving a faculty member or other employee may seek resolution of the matter with the College, as follows:
 - (a) The student must initiate the matter orally with the faculty member or other employee who is the focus of the complaint.
 - (b) That individual will meet with the student, listen to the facts and circumstances surrounding the complaint, and provide a response to the student.
 - (c) In the event the student is not satisfied, he or she may appeal by explaining the complaint fully in writing to the associate dean of the faculty member or supervisor of the individual who is the focus of the complaint.
 - (d) The associate dean will meet jointly or independently with the student and faculty member, (or the appropriate supervisor will meet jointly or independently with the student and individual who is the focus of the complaint) within fifteen days following receipt of the complaint. The associate dean or supervisor will review the facts and circumstances and provide the student with a written response. This decision will be final. The associate dean or supervisor shall send a copy of the decision to the Campus President.

- (3) Any student who is dissatisfied about an issue that does not involve a faculty member or other employee, or that involves an employee whose office or normal work location is not at a campus or Corporate College location, may seek resolution of the matter as follows:
 - (a) The student must address the complaint in writing to the Executive Vice President of Academic and Student Affairs. The Executive Vice President of Academic and Student Affairs, or the Executive Vice President's designee, shall receive the complaint and shall communicate the College's decision regarding the complaint to the student.
 - (b) The decision communicated in prior paragraph (B) (3) will not be subject to student appeal.
- (C) The President or the President's designee is hereby directed to take all steps necessary and appropriate for the effective implementation of this procedure.

Effective date: March 25, 2019

Prior effective date: September 3, 2010

Procedure amplifies: 3354:1-30-03