

## **STUDENT COMPLAINT PROCEDURES**

Students may choose to pursue a complaint if he/she/they believe a decision or action has negatively affected his/her/their education while attending Shawnee Community College. Academic and non-academic issues will be handled in accordance with established procedures. Appeals and complaints should begin with addressing the faculty or staff member where the situation occurred. Communication among the various parties will be conducted via SCC email, therefore, students are encouraged to check their SCC email frequently and respond by using SCC email. The Vice President of Student Affairs is available to give guidance to students throughout the process.

### **Academic -- Grade Appeal Procedure**

*See previous sections – Coursework Grade Appeal & Overall Course Grade Appeal*

### **Academic -- Non-Grade Related Procedure**

1. The student is expected to initiate the complaint with the faculty member responsible for the complaint area within seven (7) college working days of the occurrence. The student should contact the instructor via SCC email that is listed in instructor information on the course syllabus. All instructors provide their contact information on the course syllabus. The student should request a meeting with the instructor to review the complaint.
2. If the nature of the complaint is personal, involving the instructor and his or her behavior or demeanor, the student may appeal directly to the Department Chair by submitting a complaint form, <https://shawneecc.edu/complaint-form> within seven (7) college working days of the occurrence. Once the form is received electronically, the complaint will be forwarded to the Department Chair and the appropriate Dean. The Department Chair shall review the complaint with the student and the instructor and may request a meeting of all involved parties. If the instructor is the Department Chair, the complaint will be forwarded to the appropriate Dean. The Department Chair and/or Dean shall respond in writing to the student and instructor of the decision within seven (7) college working days after receiving the complaint.
3. If the results of the decision made by the Department Chair and/or Dean are unsatisfactory to the student, the student may email, within seven (7) college working days, the Vice President of Academic Affairs to request a meeting. The Vice President of Academic Affairs will issue a response to the student within seven (7) college working days of the meeting with the student.
4. The decision of the Vice President of Academic Affairs shall be considered final.

## **Student Non-Academic Complaints Procedure**

The Vice President of Student Affairs holds responsibility for responding to student complaints that are non-academic in nature. Such complaints include matters of: admission, advisement, registration and records; refunds of tuition and fees; financial aid; and student activities and organizations.

1. Before submitting a complaint, the student should try to resolve the issue with the staff member or department involved in the dispute within seven (7) college working days of the occurrence. If resolved, no further action is required.
2. If the attempt at resolution is not successful, the student should file a complaint by submitting the form, <https://shawneecc.edu/complaint-form>. Once electronically submitted, the Vice President of Student Affairs will contact the student within seven (7) college working days for review of the complaint and assign the complaint to the immediate supervisor.
3. The immediate supervisor will inform the faculty or staff member of the receipt of the complaint; investigate the situation which may include requesting statements of circumstances from the faculty or staff member; request additional statement from the student; conference with either of the parties involved, and request additional documentation as needed. The supervisor will provide a written response with resolution to the student and the Vice President of Student Affairs within seven (7) college working days.
4. If the student wishes to appeal the supervisor's decision, the student must submit an appeal request via email to the Vice President of Student Affairs within seven (7) college working days.
5. The Vice President of Student Affairs may request additional information or conferences with either party.
6. The Vice President of Student Affairs will provide a written response with resolution within seven (7) college working days to all parties.
7. The decision of the Vice President of Student Affairs shall be considered final.

### **Withdrawal**

The student may withdraw the complaint at any time.

### **No Reprisals**

No reprisals shall be taken by any parties involved in the participation of a complaint.

### **False Reports**

The College expects students and employees to be truthful and provide accurate information when making or responding to a complaint. Any party who falsely provides information or submits a complaint shall be subject to disciplinary action.