

Student Complaints

COMPLAINT POLICY AND PROCEDURE FOR STUDENTS

The purpose of the grievance procedure is to provide a means for resolving legitimate complaints. A complaint is defined as a grievance that cannot be resolved informally and is submitted in writing to either the Dean of Instruction's Office, the Dean of Students' Office, or the President based on the nature of the complaint. The employee receiving a student complaint will direct the student to the appropriate office based on the three categories of complaints listed below.

Academic Complaints (not to include grade appeals)

1. A student with a grievance in an academic area should first discuss the problem with the appropriate faculty member to attempt to resolve the problem.
2. If the matter is not resolved to the student's satisfaction after discussing the issue with the faculty member, the student should contact the College official immediately responsible for the division in which the issue occurred (i.e. division chair) within five (5) College work days.
3. If a mutually satisfactory agreement is not reached with the College official responsible for the division in which the issue occurred (i.e. division chair), the student may submit the grievance in writing to the Dean of Instruction.
4. The Dean of Instruction, or designee, will provide a written response to the student within ten (10) college work days of receiving the letter of grievance, as described in step 3.
5. If the student's complaint cannot be resolved by the Dean of Instruction within ten (10) work days, the Dean of Instruction shall provide a written response to the student detailing the complaint and the plan to resolve the complaint within 30 work days.

Non-Academic Complaints

1. A student with a grievance in a non-academic area (i.e. Admissions, Advising, Business Office, etc.) should first discuss the problem with the appropriate individual directly related to the complaint to attempt to resolve the problem.
2. If the incident is not resolved to the student's satisfaction, the incident should then be reported/discussed with the Director responsible for the area (Admissions, Advising, Business Office, etc.) in which the grievance occurred within five (5) working days of the incident.
3. If, after discussing/reporting an incident with the professional staff member responsible for the area (Admissions, Advising, Business Office, etc.), the student wishes to file a formal complaint; they must do so by completing Complaint Form A located on the Dean of Students webpage. Complaint Form A can also be found in the Dean of Students' office.
4. Upon receipt of a formal complaint, the Dean of Students will initiate the process for a non-academic student complaint.

Process for a non-academic student complaint: Student to student complaints will be handled through the Dean of Students. Any other non-academic complaints will be forwarded to the Dean over the department named in the filed grievance. In either case, the appropriate Dean or his or her designee will contact the complainant to address the complaint. This may include a meeting with involved parties to gain a better understanding of the situation and accomplish a resolution.

The appropriate Dean, or designee, may require any subjects mentioned in a formal complaint (i.e. defendants) to complete the Student Services Defense Form B. This form allows students or employees mentioned in a complaint the opportunity to rebut any allegations made against them. The Student Services Defense Form B must be completed within five (5) work days of the time it is requested by the Dean of Students, or designee.

The appropriate Dean, or designee, will provide a decision to all parties involved in a complaint within ten (10) working days after receiving all accounts detailed above. If the student's complaint cannot be resolved within ten (10) work days, the Dean of Students shall provide a written response to the student detailing the complaint and the plan to resolve the complaint within 30 work days.

Grievance Appeal Procedures

1. If the complaint is not resolved to the student's satisfaction, any parties involved in the complaint will have five (5) working days to submit Student Services Official Appeal Form C appealing the decision rendered by the appropriate Dean or designee.
2. The appeal will be reviewed by the President.
3. The President, or designee, will give a written response to the student within ten (10) working days of receiving the complaint.
4. All decisions of the President, or designee, are final.

Student Discrimination Complaints

1. Students wishing to report age discrimination in educational programs or activities and/or wish to discuss the application of the Age Act shall follow the Age Act policy found at <https://www.escc.edu/discrimination/age/>.
2. Student wishing to report sexual harassment, sexual violence, or sexual misconduct and/or wish to make inquiries concerning the application of Title IX shall follow the Title IX policy and procedure found at <https://www.escc.edu/discrimination/title-ix/>.