

# DAVIDSON COUNTY COMMUNITY COLLEGE

Students

## **STUDENT COMPLAINT**

POLICY 5.3.5

### **I. COMPLAINT PROCESS OVERVIEW**

In order to maintain a harmonious and cooperative environment between and among the College and its students, the College provides for the settlement of problems and differences through an orderly complaint procedure. Every student shall have the right to present his/her problems or complaints free from coercion, restraint, discrimination or reprisal. This Policy provides for prompt and orderly consideration and determination of student problems and complaints by College administrators and ultimately the President.

A complaint is any matter of student concern or dissatisfaction with the College's control except: (a) student discipline matters regarding academic and non-academic violations (Policy 5.3.2 – Student Conduct); (b) discrimination and unlawful harassment, including sexual harassment and sexual violence (Policy 5.3.4 – Discrimination and Unlawful Harassment); (c) a grade appeal (Policy 5.2.5 – Grade Appeal); or (d) any other matter that has a specific complaint process outlined in that policy or procedure.

### **II. COMPLAINT PROCESS**

#### **1. Informal Complaint– Step One**

In the event the alleged complaint lies with an instructor/staff member, the student must first go to that instructor/staff member and attempt to informally resolve the matter, within five (5) working days. Both the student and instructor/staff member must have an informal conference to discuss the situation and document the attempts taken to resolve the complaint at this level. In the event that the student is unsatisfied with the resolution reached at the informal conference, he/she may proceed to Step Two within ten (10) business days after the informal conference. Not proceeding to Step Two within the time period will result in the complaint not being heard and the matter being closed.

If the complaint concerns issues unrelated to a particular instructor/staff member (for example, an issue with College policy), the student can skip the informal process and proceed to Step Two.

#### **2. Formal Complaint– Step Two**

If the complaint is not resolved at Step One (or, given the nature of the grievance,

Step Two begins the process) the student may file a written complaint with the appropriate Vice President (“Vice President”), within five (5) days. The written complaint must contain, with specificity, the name of the complainant, the facts supporting the complaint and the attempt, if applicable, to resolve the complaint at the information level.

The Vice President shall review the written complaint and conduct whatever investigation, if any, is necessary to determine any additional facts that are needed to resolve the complaint. The Vice President shall provide his/her written decision within ten (10) business days after receipt of the grievance. The Vice President may extend the timeline if additional time to complete the investigation and written response is necessary.

In the event that the student is unsatisfied with the resolution reached by the Vice President, he/she may proceed to Step Three within ten (10) business days after receipt of the Vice President’s written determination. Not proceeding to Step Three within the time period will result in the complaint not being heard and the matter being closed.

### **3. Appeal – Step Three**

If the student is not satisfied with the Vice President’s determination, the student may appeal to the President. The appeal must be in writing, must provide a written summary of the specific facts, the basis of the appeal, and any other documentation pertinent to the matter. The President will conduct an “on the record” review and conduct any further investigation that is necessary to ascertain the facts needed to make a determination. The President may, at his/her discretion, establish a committee to further investigate the matter and make a recommendation to the President.

At the conclusion of the investigation and not later than ten (10) business days after receipt of the student’s appeal, the President shall provide a written decision to the student.

The President’s decision is final.

Adopted: May, 2020