



Title: General Student Complaint Policy

Effective Date: 07/10/2017

Last Revision Date: 8/15/2022

Cancellation:

Department/Office: Student Affairs

General Student Complaint Policy

PURPOSE

The purpose of this policy is to afford students a fair and equitable process for addressing non-academic and non-financial complaints with Nunez Community College.

SCOPE

The general student complaint policy is in place to give students the process and procedure for filing a non-academic and non-financial related complaint against Nunez Community College. While every effort will be made to resolve any complaints through informal mediation, it is necessary to have a formal process in place to make sure students are given all means to voice their concerns.

The general complaint policy is comprised of two parts: the initial, informal procedure where the complainant is given the opportunity to approach the individual directly with the complaint or ask for an informal meeting with the individual and the appropriate Dean. If the issue cannot be resolved at the informal level, then the student would be offered the opportunity to file a formal complaint, following the procedure outlined in this policy.

Nunez Community College is committed to providing a workplace and educational environment, as well as other benefits, programs, and activities, that are free from discrimination, harassment, and retaliation. Complaints involving discrimination, harassment, or retaliation will follow Nunez Policy 2.015 *Equal Opportunity, Harassment, and Nondiscrimination* and be handled by the College's Title IX Coordinator.



POLICY

Informal Procedure for Complaints

A sincere attempt shall be made to resolve any complaints by scheduling a meeting between the complainant and the appropriate college personnel within 48 hours of the event. If the complaint involves the student and an employee of Nunez Community College, an oral discussion shall be arranged between the student and the employee. If the complaint is not resolved at this level, then (and only then) can formal proceedings be initiated.

1. Complainant raises the issue with individuals involved, if possible, to resolve the issue.
2. If the issue is not resolved, or the complainant feels they need to add an additional party as part of the conversation, they can attempt to resolve the issue with an informal meeting between the complainant, the appropriate Dean, and the individual involved. If the grievance involves a student and instructor, an oral discussion shall be arranged between the student, instructor, and the appropriate Academic Dean. If the grievance involves a student and a staff member, an oral discussion shall be arranged between the student, the staff member, and the Dean of Strategic Enrollment and Student Success.
3. If no resolution can be found in this meeting, then the complaint will move to the Formal Procedure for Complaints.

Formal Procedure for Complaints

All formal procedures shall be initiated by a written complaint presented to the appropriate Dean within 48 hours following the end of the informal procedure for complaints. Written complaints should be submitted by using Nunez Community College's Student Complaint Form (Appendix A). All Student Complaint Forms must bear the signature of the complainant; only evidence relevant to the facts and issues formally presented and contained in the written Student Complain Form may be introduced in the formal complaint.

1. Complainant must report within 48 hours of the informal proceedings in order to file a formal complaint with the appropriate Dean.
2. If the complaint is within the 48-hour window, the complaint will move to the next step. If the complaint is not within the reporting window, it will be rejected and this will be the end of the college's procedures.
3. When the complaint is made within the appropriate timeframe, it will then be investigated by the appropriate Dean.



4. If it is determined that there has been a violation of one or more campus policies, a sanction may be imposed on the violator.
5. Once the complaint is investigated, a notice of the decision will be sent to the complainant from the Vice Chancellor of Education, Training, and Student Success via email within 5 business days.

Complaint Decision Review Appeal

1. Should the complainant find that the decision is not to their satisfaction, they have the right to appeal the decision with the Vice Chancellor of Education, Training and Student Success within 72 hours after receiving notice of the investigation's outcome.
 - a. Right of Appeal
 - i. The complainant has the right to appeal any portion of the decision rendered by the Dean by notifying the Vice Chancellor of Education, Training and Student Success in writing via email of the intent to appeal. The notice of intent to appeal must be received by the Vice Chancellor of Education, Training and Student Success within 72 hours after receiving the Notice of Decision, or the right of appeal is lost.
2. The complaint will then be brought before the Complaint Committee, which will consist of representatives from the College (two professional staff members, two faculty, and a student representative).
3. The outcome of the review from the complaint committee will be issued via email to the complainant within 5 business days of the committee's decision. A notice of the decision will also be sent from the Vice Chancellor of Education, Training, and Student Success via email.

According to LCTCS Policy 2.004 Student Conduct and Appeal Procedures, a student, or the parent/legal guardian of a minor student, may appeal to the LCTCS Office on the grounds that the college's published procedures do not provide due process or that such procedures were carried out in an unfair or impartial manner. The appeal must be made, in writing, within 30 business days of the college's final disposition on the matter.



Policy & Procedure No. 2.014
Nunez Community College

APPENDICES, REFERENCES

Appendix A – General Student Complaint Form

X	Reviewing Council/Entity	Review Date	Effective Date	Notes
	Executive Cabinet	08/15/2022		
	Chancellor	08/15/2022	08/15/2022	

Policy Reference: LCTCS Policy 2.004 Student Conduct and Appeal Procedures

Forms Referenced: NCC Student Complaint Form

Distribution: Distributed Electronically via College’s Internet

Chancellor’s Signature/Approval

Signature: 

 Chancellor

Date: 08/15/2022



Appendix A: General Student Complaint Form



Student Complaint

First Name: _____ Last Name: _____

Student ID (LoLA) #: _____ Address: _____

Best Contact Phone #: _____ Email: _____

Today's Date: ____/____/____ Date of the Alleged Incident: __/____/____

Location of the Alleged Incident: _____

Have you spoken with an employee of the college concerning this? If yes, who?: _____

If you will be represented in voicing your complaint, who will be representing you? _____

PROVIDE THE DETAILS OF THE COMPLAINT

Instructions: Be specific. Describe clearly the complaint. (If necessary, seek assistance from a person of your choice in preparing this form.) Please attach to this form any written and signed statements or other evidence which support your description of the complaint.



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What remedy/resolution are you seeking?

Please list all attachments that you are including with this form:

Signature: (this form will not be accepted if not signed and dated)

I hereby certify that the information given in this form and in all attachments thereto is true, correct and complete to the best of my knowledge.

Student Signature _____ Date ____/____/____
