

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT COMPLAINTS

FLD  
(REGULATION)

Students may express a complaint to address matters not included in the grievance process, including those relating to problems or conditions that a student believes to be unfair, inequitable, or a hindrance to the educational process or the conduct of campus business.

Level One: The student should first discuss the complaint with the College employee most directly responsible for the condition which brought about the complaint. Such discussions, including the relief requested, should occur within fifteen (15) business days of the date on which the student knew or should have known of the event(s) giving rise to the complaint. The decision at Level One should be reached within five (5) business days of the discussion.

Level Two: If the discussion in Level One does not resolve the matter to the student's satisfaction and the student wishes to pursue the matter, the student should discuss the matter with the employee's supervisor. Discussions at Level Two should occur within ten (10) business days of the date on which a decision was issued in Level One. The decision at Level Two should be reached within 10 business days of the discussion.

Level Three: If the outcome in Level Two does not resolve the matter to the student's satisfaction, the student may seek further review by filing a written complaint [See FLD(EXHIBIT)]with the next level of supervision within ten (10) business days of the date of the written response in Level Two. The written complaint must state the issue, the relief requested, and the levels the student has taken to resolve the issue. The next level supervisor will review the complaint and may conduct an investigation. The next level supervisor will provide the complainant with a written response regarding the review within fifteen (15) business days of receipt of the written request for review. The next level supervisor will forward a copy of the student's written complaint and the written response formulated in Level Three to the Associate Vice President of Student Success and Conduct (AVPSSC) for record-keeping purposes. The decision reached at this level is final.