

**STUDENT RIGHTS AND
RESPONSIBILITIES
ACADEMIC STUDENT COMPLAINTS**

COLLEGE OF THE MAINLAND

Instruction

Regulation No: FLD (Regulation)

Effective Date: 12/07/2020

1. PURPOSE

The purpose of this regulation is to establish an appropriate framework and method to resolve student complaints of an academic nature not otherwise addressed in College policy. As such, this procedure is specifically designed to maintain the integrity of the academic environment and to ensure the rights of students in such matters are clearly stated.

2. DEFINITIONS

Academic Complaints are student complaints that directly and adversely affect the student relating to academic problems or conditions that a student believes to be unfair, inequitable, or a hindrance to the educational process. This includes, but is not limited to, complaints such as academic suspension, disagreements about absences, removal from a course, classroom management, program termination, or other programmatic issue that directly and adversely affects the student.

3. REGULATION

Students may express a complaint to address academic matters not included in the grievance process under COM Policy FLD (Local).

This process does not include grade appeals or matters related to discrimination or harassment. Informal resolution shall be encouraged for most complaints but shall not extend any deadlines in this regulation, except by mutual written consent.

Level One (Informal):

Students should first discuss the complaint with the College employee (usually a faculty member) 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 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 (Formal):

If the discussion at Level One does not resolve the matter to the student's satisfaction and the student wishes to pursue the matter further, the student may initiate the formal process by timely filing a written complaint utilizing the form FLD (EXHIBIT). The written complaint must state the issue, the relief requested, and outline the informal process the student has taken to resolve the issue. The student should discuss the matter with the employee's supervisor (usually the department chair) 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 ten (10) business days of the discussion and a written copy shall be given to the student within that time limit.

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Level Three (Formal):

If the outcome in Level Two does not resolve the matter to the student's satisfaction, the student may seek further review by submitting the written complaint [FLD (EXHIBIT)] with the next level of supervision (usually the Instructional Dean over the program) 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 Dean will review the complaint and may conduct an investigation and consult with the Dean of Students. The Dean will provide the student with a written response regarding the review within fifteen (15) business days of receipt of the written complaint.

Level Four (Formal):

Concluding the previous process, a student has the right for a final appeal to the Vice President for Instruction (VPI). This appeal must be submitted in writing within ten (10) business days of the date of the written response in Level Three. The VPI will conduct a review of the appeal and provide a written response within fifteen (15) business days of receipt of the written request. The decision of the VPI is final and may not be appealed.

Records of the complaint and outcome will be forwarded to the Dean of Students for record-keeping purposes.

4. REGULATION OWNER

The Vice President of Instruction is responsible for maintaining this REGULATION.

5. FORMS/REFERENCE/EXHIBITS

See FLD (Exhibit) for the written complaint form used in the formal grievance process.