

## *EDUCATIONAL SERVICES*

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### C-5 POLICY Formal Student Concern/Complaint Resolution

The College strives to provide a positive learning environment for students, one that is conducive to innovative teaching and learning. In the spirit of providing our students with a quality education and offering an appropriate array of student support services, the College will promote a **concern and complaint resolution process** that maximizes a positive and engaging organizational environment.

The College is committed to a timely resolution of student complaints and concerns informally with the faculty, staff or department personnel or with departments or offices directly involved. However, a formal complaint process is also available to all students and stakeholders to access at their discretion. The College will track and log actions related to all submitted complaints and concerns to ensure compliance with federal regulations and to monitor the quality and effectiveness of College operations and services.

**No Retaliation** – Students submitting a concern/complaint through the formal process will be free from any restraint, interference, coercion, retaliation, or reprisal by any employee or student of the College. Anyone violating this expectation will be subject to formal disciplinary action, up to and including termination of employment or expulsion from the College.

**Related Procedure:** C-5a

**Adopted:** 12/13/22

**Reviewed/Revised:** 06/28/21, 10/10/22, 10/21/22

**Next Review:** TBD

**Web link:**

**Tags:** student concern/complaint resolution

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