

### **\*3.13.3. “Complaint Procedures Against the Commission or Its Accredited Institutions”**

**Applicable Policy Statement.** Each institution is required to have in place student complaint policies and procedures that are reasonable, fairly administered, and well-publicized. (See *FR 4.5*). The Commission also requires, in accord with federal regulations, that each institution maintains a record of complaints received by the institution. This record is made available to the Commission upon request. This record will be reviewed and evaluated by the Commission as part of the institution’s decennial evaluation.

**Documentation:** When addressing this policy statement, the institution should provide information to the Commission describing how the institution maintains its record and also include the following: (1) individuals/offices responsible for the maintenance of the record(s), (2) elements of a complaint review that are included in the record, and (3) where the record(s) is located (centralized or decentralized). The record itself will be reviewed during the on-site evaluation of the institution.

Compliance       Partial Compliance       Non-Compliance       Not applicable

#### **Narrative:**

Chattahoochee Valley Community College (CVCC) has adequate procedures for addressing student complaints and demonstrates it follow those procedures when resolving student complaints as described in [FR4.5](#) of the compliance document. In *FR4.5*, the College identifies the intent to find equitable resolution to all student complaints at the lowest administrative level. The College also describes that these records are maintained in decentralized locations in departments depending on the origin of the complaint. The leaders of those departments are responsible for maintaining the complaint records.

#### **Academic Grievance/Grade Appeals Procedures**

Academic issues include grades as well as any other issues related to the fairness or appropriateness of any strictly academic manner. Students must initiate a grievance as soon as the concern develops, and grade appeals must be made with seven calendar days of receipt of the grade in question. Most academic grievances can be resolved at the instructor level; however, the appeals procedure may involve the following levels of faculty and staff in this order:

1. Instructor
2. Division Chair
3. Chief Academic Officer

The procedure will occur in the following order:

1. The student will inform the instructor of his/her belief that the grade is unfair or inaccurate and provide justification for the appeal.
2. If the issue is not resolved with the instructor, the student will appeal to the Division Chair by stating his/her concern and describing the contact previously had with the instructor.
3. If the appeal is not resolved at this level, the student must file a complaint in writing with the Chief Academic Officer.
4. The Chief Academic Officer has 14 calendar days to deliver a written report of his/her decision regarding the appeal.
5. The decision of the Chief Academic Officer is final.

[Records](#) of the appeal process are maintained by the instructor, the Division Chair, and the Chief Academic Officer.

### **General Student Grievance**

Student grievances that are not academic in nature and that do not involve civil rights violations should be addressed according to the following procedures:

1. Within 10 days of the occurrence, the student files a written complaint with the Director of Student Development.
2. Within 10 days of receipt of the complaint, the Director of Student Development will provide a written plan to resolve the complaint to the Dean of Student Services.
  - a. This plan may involve a formal hearing. If a formal hearing is requested or needed to resolve the complaint, it must take place within 30 days of receipt of the complaint.
3. A final report of findings will be submitted to the Dean of Student Services, the grievant, and the respondent.
4. If the grievant is not satisfied with the resolution of the complaint or the decision of the hearing body, he/she may appeal the decision in writing within 30 days of receipt of the final decision.
5. The decision of the Dean of Student Services is final.

Records of the resolution of the [grievance](#) and the hearing, if one takes place, are maintained by the Director of Student Development and the Dean of Student Services.

### **Civil Rights Complaints**

Students who believe that their civil rights have been violated may register a complaint in writing with the College President. The following procedures will be followed:

1. Students must submit written notification of the alleged violation within 30 days of its occurrence (using form A).
2. The President will have 30 days to investigate the complaint and to provide a response to the grievant.
3. If the student is unsatisfied with the response of the President, he/she may file a notice of appeal with the Chancellor (using form B).
4. The Chancellor has 30 days to respond to the grievant.

Records of the resolution of civil rights complaints are [maintained](#) by the Office of the President.

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<b>SUPPORT DOCUMENTATION</b>
<a href="#">College Catalog and Student Handbook, Grade Appeal Procedures – Pages 247-248</a>
<a href="#">Student Grievance Policy</a>