

* 4.5 The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints. (See the Commission policy “Complaint Procedures against the Commission or its Accredited Institutions.”) **(Student complaints)**

Compliance Partial Compliance Non-Compliance

Narrative:

Chattahoochee Valley Community College (CVCC) has adequate procedures for addressing written student complaints and demonstrates that it follows those procedures when resolving student complaints. The [Student Grievance Procedure](#) is published in the [College Catalog and Student Handbook](#), which is available in print, under the [Current Students](#) tab on the College website, and in the College’s Intranet under [Student Services](#).

It is the College’s intent to strive for equitable resolution to all student complaints at the lowest administrative level. In the case of a student who has made a good-faith effort to resolve a problem and who has been unable to resolve the matter informally, CVCC offers a grievance [procedure](#) as the appropriate course of action for settling disputes and resolving problems. General student complaints must be made in writing and reported to the [Director of Student Development](#). [Records](#) of these complaints and their resolution are kept by the Director of Student Development.

Complaints concerning a student’s Civil Rights are handled through the College President. Records of these complaints and their resolution are kept in the President’s Office. CVCC has not had a situation requiring use of this new policy at this time.

Complaints concerning a strictly academic matter go through the CVCC [grade appeal procedure](#). [Records](#) of these complaints and their resolution are kept by the Division Chair and the Chief Academic Officer.

Student complaints relating to a disability are reported to the [Student ADA Coordinator](#). Notations of these complaints and their resolution are maintained in the student’s electronic record in the office of the Student ADA Coordinator. However, CVCC has never received a student complaint relating to a disability.

SUPPORT DOCUMENTATION
Student Grievance Procedure
College Catalog and Student Handbook, Complaints and Grievances – Pages 242-246
College Website - College Catalog
Student Grievance Procedure on Intranet
Job Description – Director of Student Development
Student Grievance Record
College Catalog and Student Handbook, Grade Appeal Procedure – Pages 247-248
Grade Appeal Example