

COLUMBUS STATE COMMUNITY COLLEGE
POLICY AND PROCEDURES MANUAL

WRITTEN STUDENT COMPLAINTS

Effective December 1, 2005

Procedure No. 7-13 (A)

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- (1) Records maintained by the college concerning written student complaints include information about the disposition of the complaint and information regarding the referral and/or final resolution of the complaint.
- (2) Information about formal student complaints will be shared with the Higher Learning Commission of the North Central Association of Colleges and Schools; however, individual student identities will remain anonymous in the college's institutional log. As part of continuing improvement efforts at Columbus State, all formal student complaints filed with the college will be examined and reviewed annually by the college.
- (3) If a student wishes to make a formal complaint, he/she must make this complaint in writing electronic submission is acceptable and submit the complaint to either the office of the President, vice-President, or the Provost. All complaints must include the student's signature, or name in the case of electronic submission, and contact information so the college may respond and/or notify the student as to the status of the complaint.
- (4) Upon receiving a formal student complaint, the office of the President, a Vice-President, or the Provost, will keep a log of each complaint noting the nature of the formal complaint and the expectation, if any, the student has in resolving the complaint.
- (5) Once a formal student complaint is initiated, the office of the President, a Vice-President, or the Provost, will make a determination as to the exact nature of the complaint and forward the complaint to the appropriate college office/department or external agency for response or resolution.
- (6) Student filing a formal complaint will be notified when the complaint is resolved, or when actions are taken to address their specific complaint. The referring office will also be notified. Actions taken on formal student complaints and/or attempts to resolve formal student complaints will be logged by the office of the President, a Vice-President, or the Provost.

Last Effective Date: June 26, 2000