

Eastfield College Procedures for Filing a Student Complaint

Complaints Regarding an Academic Concern (grades, faculty/student issues)

1. Students should first try to resolve the complaint by speaking with their instructor. Students may complete the Student Complaint Form if they choose.
2. If the student is not comfortable speaking with their **instructor** or, if after speaking with the instructor they feel their concern has not been resolved, the student should contact the Division Dean. Students may complete the Student Complaint Form if they choose.
3. If after speaking with the **Division Dean** the student does not agree with the decision made, they may appeal the decision, in writing, to the Vice President of Instruction. Students must complete the Student Complaint Form.
4. The **Vice President of Instruction** will meet with the student and depending upon the nature of the complaint may designate other faculty or administrators to investigate, mediate and/or suggest resolutions.
5. The Vice President of Instruction will provide the student with a written response within ten (10) working days after a written appeal.
6. If the student is not satisfied with the decision of the Vice President of Instruction, he/she may seek review under the formal grievance procedures.
7. Students wishing to seek review under the formal grievance process must submit a request in writing to the **Vice President of Student Success and Enrollment Management (VPSSEM)**.
8. The VPSSEM or responsible employee will convene and chair the appeal committee.
9. The appeal will be heard by the committee within ten (10) days of the request unless extended with the agreement of both the student and the VPSSEM or responsible employee.
10. The appeal committee will make a determination and send its decision to the College President.
11. A student grieving the decision of the appeal committee may seek review through the **College President**. The decision of the President shall be final.

Student Complaint Forms are also available in all division offices.

Complaints Regarding Student Services or Administrative Concerns

1. Students should first try to resolve the complaint by speaking with the **Supervisor or person responsible for the specific area**. Students may complete the Student Complaint Form if they choose.
2. If after speaking with the supervisor or person responsible for the specific area the student feels their concern has not been resolved they should contact the **Department Director**. Students may complete the Student Complaint Form if they choose.
3. If after speaking with the Department Director the student feels their concern has not been resolved they should contact the next level administrator (dean, manager). Students may complete the Student Complaint Form if they choose.
4. If after speaking with the **Division Dean** the students still feels his/her concern has not been resolved they may appeal the decision, in writing to the Vice President responsible for that area. Students must complete the Student Complaint Form.
5. The **Vice President** will meet with the student and depending upon the nature of the complaint may designate other faculty or administrators to investigate, mediate and/or suggest resolutions.
6. If the student is not satisfied with the decision of the Vice President, he/she may seek review under the formal grievance procedures.
7. Students wishing to seek review under the formal grievance process must submit a request in writing to the **Vice President of Student Success and Enrollment Management (VPSSEM)**.
8. The VPSSEM or responsible employee will convene and chair the appeal committee.
9. The appeal will be heard by the committee within ten (10) days of the request unless extended with the agreement of both the student and the VPSSEM or responsible employee.
10. The appeal committee will make a determination and send its decision to the College President.
11. A student grieving the decision of the appeal committee may seek review through the **College President**. The decision of the President shall be final.

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Eastfield College Student Complaint Form

Instructions: This form is to be completed by a student filing a complaint concerning actions or decisions of faculty or staff members.

Students must first seek to resolve the complaint according to college policies and procedure. Depending upon the nature of the complaint, appropriate faculty or administrators may be designated to investigate, mediate, and suggest a resolution. If the complaint remains unresolved, the student may request a hearing with the appropriate Vice President.

Student Name _____ I.D. # _____

Please Print

Email Address _____ Phone # _____

Home Address _____

1. Name of Individual (Faculty/Staff Member) Against Whom Complaint Is Filed

2. Reasons for Complaint

3. Information relevant to this situation

4. History (What steps have been taken previously to address this concern? Who has been consulted and when?)

5. Remedy (What solution, if any, do you seek?)

Student Signature _____ Date _____