

# METROPOLITAN COMMUNITY COLLEGE

## DISTRICT PROCEDURE

7.30060 DP

### STUDENT COMPLAINTS

7.30060 DP

Metropolitan Community College (MCC) is committed to providing an environment where the rights of all persons are protected and where concerns regarding those rights are reviewed and resolved in an appropriate manner.

#### I. Definitions of Student Complaints

- A. A general complaint is a complaint or concern regarding the general services provided by the College.
- B. An instructional complaint refers to classroom and laboratory activities or interactions but does not include grading.

The following are not considered general complaints and are addressed under separate policies. These include: student conduct, sexual harassment, sexual violence, discrimination, financial aid determinations, or grading concerns.

#### II. Process

Every effort will be made to resolve complaints informally and in a prompt manner, within a 90 business day period. Before filing a written complaint students are encouraged to attempt to resolve their complaint with the other involved party or parties within the administrative structure through consultation and discussion.

- A. Students should attempt to resolve all general complaint issues at the source. If the matter cannot be resolved at the source, the student should contact the immediate supervisor. If the student is not satisfied then he or she must submit a written complaint to the dean of student development using the appropriate form.
- B. A student who has instructional complaints about a course should first talk with the instructor or instructors involved. If the issues cannot be resolved, then the student should go to the appropriate division chair person. If the student is still not satisfied, then he/she must submit a written complaint to the dean of instructional services using the appropriate form. If the problem persists at this level, the complaint will be forwarded to the campus president for resolution.

Complaints of this nature should be resolved within 90 business days of receipt of the complaint.

III. Review

If informal resolution is not possible or appropriate the dean will make a determination to resolve the matter. If the student is not in agreement with the determination the student may seek review by the campus president by written request within ten (10) business days of the dean's determination. The written request must state why the dean's determination is not acceptable to the student.

The determination of the campus president will be final.

Reference: 7.30030 DP Student Discrimination & Harassment  
6.05020 DP Grade Change

Approved: May 19, 2016