

## Informal Student Complaints Resolution Steps

The College District encourages students to discuss their concerns with the appropriate instructor or other campus administrator who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level. Informal resolution shall be encouraged but shall not extend any deadlines in this policy, except by mutual written consent.

The chart below details the initial area for assistance referral and subsequent contact areas. It should be noted that sometimes the complainant may not feel comfortable in meeting the person at the first response level.

Issue	First Response	Level I
Academic Concerns	Instructor	Program Director/Division Dean

Admissions Application/Process	Admissions Coordinator	Dean of Enrollment Management
Assessment/Testing Center	Director of Testing	Dean of Enrollment Management
Black Board technical difficulties	Director of Computer Services	VP of Administrative Services
Book Store	Bookstore Manager	

## **Formal Student Complaint Process**

A student may initiate the formal process described below by timely filing a written complaint.

Even after initiating the formal complaint process, students are encouraged to seek informal resolution of their concerns. A student whose concerns are resolved may withdraw a formal complaint at any time.