

## **STUDENT COMPLAINTS POLICY**

### **I. Student Complaint Purpose and Procedure**

Students are encouraged to resolve issues at an informal level by discussing the concern with the other party identified as causing or contributing to the complaint. If the issue/complaint is not resolved at the informal level – no later than 3 business days after the alleged incident – a written statement of the complaint should be filed with the Senior Director of Student Advocacy and/or Assistant Vice President for Student Support. Students are required to report these complaints via the **Student Complaint Report Form**.

### **II. Purpose**

The purpose of the student complaint procedure is to provide a system to channel student complaints against faculty, staff (support and administrative) or students concerning the following:

1. Alleged discrimination on the basis of age, sex, race, disability or other conditions, preferences or behavior, excluding sexual harassment complaints.
2. Sexual misconduct.
3. Academic matters, excluding individual grades except where the aforementioned conditions apply.

### **III. Procedure (Student – Faculty/Staff)**

Step 1. The student must go to the instructor or staff member where the alleged problem originated, except complaints of sex discrimination and sexual misconduct (refer to Title IX Sex Discrimination & Sexual Misconduct Policy). An attempt will be made to resolve the matter equitably and informally at this level.

Step 2. If the complaint is not resolved at the conference with the instructor or staff member, the student should meet with the faculty or staff member's direct supervisor after satisfying Step 1. As part of the effort to resolve the issue, the supervisor will consult with the Respondent in an effort to resolve the complaint.

Step 3. If the complaint is not resolved at the conference with the direct supervisor, the student may file a written complaint via the **Student Complaint Report Form**. As part of the effort to resolve the issue, the Senior Director of Student Advocacy and/or Assistant Vice President for Student Support will begin the investigation process, which will include any bystanders and those alleged to be involved.

Step 4. Students who desire to appeal the outcome issued by the Senior Director of Student Advocacy are informed of their right to submit a written request for an appeal to the Assistant Vice President of Student Support. The Assistant Vice President of Student Support will then serve as the Appellate Officer. The Appellate Officer must receive this written request for an appeal within 10 business days of when the initial outcome was issued. Any student who submits a written request for an appeal may have their request granted, but it is not guaranteed. This

decision will be made by the Assistant Vice President of Student Support, and if granted, the Appellate Officer's decision is considered final.

Step 5. If the complaint is not resolved after the investigation is complete, the student may be provided the opportunity to present their case to the Judicial Review Board, but is not guaranteed. This decision will be made by the Senior Director of Student Advocacy and/or Assistant Vice President for Student Support. If a hearing is granted, the Board's decision is considered final.

#### **IV. Procedure (Student – Student)**

Step 1. The student must meet with the student with whom the alleged problem originated, except complaints of sex discrimination and sexual misconduct (refer to Title IX Sex Discrimination & Sexual Misconduct Policy). An attempt will be made to resolve the matter equitably and informally at this level.

Step 2. If the complaint is not resolved at the informal conference between the students, the student should submit a grievance to the Senior Director of Student Advocacy and/or Assistant Vice President for Student Support via the **Student Complaint Report Form**, explaining in detail the reasoning for the submission. As part of the effort to resolve the issue, the Senior Director of Student Advocacy and/or Assistant Vice President for Student Support will begin the investigation process, which will include any bystanders and those alleged to be involved.

Step 3. Students who desire to appeal the outcome issued by the Senior Director of Student Advocacy are informed of their right to submit a written request for an appeal to the Assistant Vice President of Student Support. The Assistant Vice President of Student Support will then serve as the Appellate Officer. The Appellate Officer must receive this written request for an appeal within 10 business days of when the initial outcome was issued. Any student who submits a written request for an appeal may have their request granted, but it is not guaranteed. This decision will be made by the Assistant Vice President of Student Support, and if granted, the Appellate Officer's decision is considered final.

Step 4. If the complaint is not resolved after the investigation is complete, the student may be provided the opportunity to present their case to the Judicial Review Board, but is not guaranteed. This decision will be made by the Senior Director of Student Advocacy and/or Assistant Vice President for Student Support. If a hearing is granted, the Board's decision is considered final.

**For more information, please contact:**

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