

Eastern West Virginia Community & Technical College

BOARD OF GOVERNORS

POLICY NO. BP-4.6

TITLE: STUDENT COMPLAINTS

SECTION 1. GENERAL

- 1.1 Scope: This policy states the College's position in regard to the recording, tracking and disposition of written complaints submitted by students to College administrators.
- 1.2 Authority: Higher Learning Commission of the North Central Association of Colleges and Schools Policy IV. B.4. Institutional Records of Student Complaints (1998). Federal Law – Campus Crime and Student Right to Know, Sec. 48509, 34 CFR 668.46 and Federal Financial Aid 34 CFR 668.
- 1.3 Effective Date: February 1, 2004
Revised Date: September 18, 2013; September 13, 2017

SECTION 2. STATEMENT

The Eastern West Virginia Community & Technical College Board of Governors affirms compliance with federal regulations and the Higher Learning Commission Policy with regard to the recording, tracking and disposition of written student complaints.

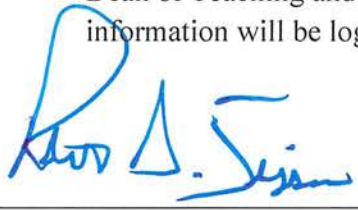
Before invoking the Student Complaint procedure, a reasonable effort shall be made by those involved in a dispute to resolve it amicably. A dispute is most effectively handled and resolved by those closest to the problem, having the best understanding of the issues, the potential subject of a complaint, and the College to resolve disputes through open and cooperative dialogue. Only when such efforts are unsuccessful should the Student Complaint procedure be invoked.

Throughout all phases of the complaint process, all reasonable efforts shall be made to maintain confidentiality in accordance with applicable law. Formal written complaints, submitted to any senior administrator, will be officially logged by the Dean of Teaching and Learning or the Dean of Student Access and Success. In addition, complaints forwarded to the College by the Higher Learning Commission will be tracked by this policy.

To President's Cabinet: 07/16/13; 11/12/13; 9/5/17
14-day Public Comment: 07/17/13; 7/31/13
To the Board of Governors; 9/18/13; 11/20/13; 9/13/17
To WVCTC: 11/21/13

SECTION 3. PROCEDURE

1. All students with a potential complaint will be directed to the Dean of Teaching and Learning and the Dean of Student Access and Success. If the issue cannot be resolved in this initial meeting, the Deans will request the student to submit a written complaint outlining the issues(s) along with the requested corrective action. Complaints of non-academic nature are handled by the Executive Dean of Administration Services following this procedure. Complaints of an academic nature are handled by the Dean of Teaching and Learning.
2. The Dean(s) will research the complaint and provide a written response to the complaint within ten business days of receipt of the written complaint.
3. If the student is not satisfied with the ruling of the Dean(s), the student may appeal the Dean(s) decision to the College President in writing within 10 business days of receiving the Dean(s) response.
4. The College President will respond in writing to the student's written appeal of the Dean(s) decision within 10 business days. The ruling of the President will be final.
5. All written correspondence of the complaint will be filed and housed in the office of the Dean of Teaching and Learning or the Dean of Student Access and Success. The information will be logged electronically under Eastern Serv/Student Complaints.



Board of Governors, Chair

9/13/2017

Date

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