

FORMAL COMPLAINTS

PROCEDURE

Students and/or parents are welcome to talk with the Academic Dean, Dean of Enrollment Management, and/or the President/CEO. FERPA release signed by the student is required prior to college administrators speaking to parties other than the student. However, for an issue or concern to be considered a complaint, it must be written, signed, and submitted to the Academic Dean, Dean of Enrollment Management, and/or the President/CEO. The administrator receiving the complaint talks with the student and/or parent to gather more information or clarify facts. Complaints are then investigated by the Academic Dean when faculty, grading, clinical performance, and curricular issues are involved and by the Dean of Enrollment Management when staff and academic and student services are involved. Findings along with resolutions are discussed with the student and/or parent. Findings and resolutions are also reported to the President/CEO. Complaints are kept on file in the President/CEO's office.

NOTE: Information from complaints is shared with faculty and staff as data for making quality improvement decisions. Names of those individuals involved in complaints are not shared.