

Procedure Number	SS61-02B
Title	Student Initiated Complaint Procedure
Date Approved	By President's Cabinet on 2/2/99
Updated & approved	9/8/09
Related policy	3354:2-61-02

(A) **COMPLAINT**

If a student has been unable to resolve a concern or disagreement with a college department, a Lakeland faculty member, administrator, supervisory/professional, or staff employee, the student may appeal the matter orally to that individual's immediate supervisor.

(B) When discussing the matter with the supervisor, the student should be prepared to describe (a) the exact basis for the student's concern, (b) the evidence or facts available to support the student's appeal, and (c) the resolution or remedy that would satisfy the student.

(C) If initial discussion with the student does not resolve the matter, then the supervisor will attempt to gather relevant information and discuss the matter with the individual involved or the supervisor of the department with whom the student has the complaint. The supervisor will then respond verbally to the student with the additional information in an attempt to resolve the matter informally.

(D) **APPEAL**

If the student is dissatisfied with the response from the immediate supervisor, the student may file a formal appeal with the second level supervisor (the supervisor's immediate supervisor). The student must submit the appeal in writing. The written appeal must describe (a) the problem as perceived by the student and (b) the outcome the student believes would be satisfactory.

(E) The second level supervisor will meet with the student and attempt to resolve the matter within ten business days after receipt of the written appeal. Following that meeting, the second level supervisor will respond to the student in writing by issuing a decision on the matter.

(F) **FINAL APPEAL**

If the student is dissatisfied with the second level supervisor's decision, the student may, within five (5) business days, submit a written appeal to the Vice President for Enrollment Services and Campus Life, or designee except in the case of an academic matter which must be submitted to the Executive Vice President and Provost and Dean of Faculty.

(G) The Vice President for Enrollment Services and Campus Life, or designee or the Executive Vice President and Provost and Dean of Faculty shall issue a written decision to the student.

(H) For an academic matter, the Executive Vice President and Provost and Dean of Faculty's decision will be considered final and will terminate the process within the College.

(I) For a non-academic matter, the Vice President for Enrollment Services and Campus Life, or designee's decision will be considered final and will terminate the process within the College.

(J) Any question of interpretation regarding the student initiated complaint procedure shall be referred to the Vice President for Enrollment Services and Campus Life, for non-academic matters and the Executive Vice President and Provost and Dean of Faculty for academic matters, or their designees for final determination.

(K) In order to comply with federal regulations, the college is required to maintain records of written student complaints filed with the President, Executive Vice President and Provost and Dean of Faculty and the Vice President for Enrollment Services and Campus Life. Additionally, the college must share these complaints with the North Central Accreditation Association but the individual identities will be omitted to ensure confidentiality.