

ST. CLAIR COUNTY COMMUNITY COLLEGE

POLICY AND PROCEDURE

Name: Student Complaint Policy and Procedure
Revised Date: 8/29/2016
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1.0 INTRODUCTION

1.1 DEFINITION of Student Complaint

Policy and procedures apply to any student who attends St. Clair County Community College.

A. Guidelines for Student Complaints – Exhibit A

1.2 PURPOSE

The purpose of this procedure is to demonstrate how the Student Complaint policy will be implemented. The procedure will both identify and establish how SC4 students are to proceed with student grievances, complaints and concerns in an expeditious, fair and amicable manner.

1.3 SCOPE

This procedure shall apply to all students at the college.

1.4 RESPONSIBILITY

It is the responsibility of the Vice President of Student Services to ensure that this procedure is followed and updated as needed.

1.5 POLICY STATEMENT

All student complaints are first handled internally through the INFORMAL RESOLUTION PROCESS. Those students who are not satisfied with the outcome may proceed through a FORMAL RESOLUTION PROCESS.

St. Clair County Community College is accredited by The Higher Learning Commission. Students shall be provided instruction on how to file a complaint with the commission as needed. Students attending SC4 classes on a campus in Michigan or Michigan residents participating in SC4 distance-learning/online classes may file a complaint with the regulatory agency in Michigan. SC4 distance-learning/online students who are residing outside of the state of Michigan while taking SC4 classes may file a complaint with the regulatory agency in their state.