

 Wharton County Junior College	ADMINISTRATIVE PROCEDURE MANUAL	
WCJC Title: Student Complaints	Section: Students	Page(s): 1 of 3
BASED ON BOARD OF TRUSTEES POLICY		
Policy Title: Student Rights and Responsibilities	Policy: FLD	
Subtitle: Student Complaints	Date Adopted: 12-16-20	

Purpose

To provide students with a procedure for the review of decisions affecting their academic status as well as to express complaint for a non-academic issue or concern.

Procedure

Students should follow the procedures stated in the policy for all general grievances. Procedures are published in the Student Handbook and College Catalog.

Overview of Procedures for Academic or Non-Academic Appeals

Refer to Policy FLD Student Rights and Responsibilities: Student Complaints for detailed procedures to be followed.

Students have the right to appeal an academic (assignment or course grade) or non-academic decision. See FMA for complaints concerning disciplinary decisions.

Filing an Appeal

The student must file an appeal of an academic or non-academic decision within 15 business days of the date the student first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance. The student must submit the appeal in writing on the Grievance Form.

The written appeal must state:

- a description of the decision being challenged and
- the action or outcome the student is seeking.

Procedures

The College encourages students to discuss an academic concern with the appropriate instructor or a non-academic concern with the campus administrator who has the authority to address the concern. This informal resolution shall not extend any deadlines in the appeal process, except by mutual written

consent. Either party may invite a witness or mediator to attend any meetings in which the appeal is discussed. A student whose concern is resolved in the informal resolution may withdraw a formal complaint at any time.

The appropriate administrator shall investigate an appeal as necessary and schedule a conference with the student within 10 business days after receipt of the written complaint. The student will be notified in writing of a decision within 10 business days following the conference. Any further appeals must be initiated within 10 business days of the date of the written response from the previous appeal or, if no response was received, within 10 business days of the response deadline.

1. Level One: Appeal to the Division Chair for Academic or Dean of Student Success (Dean) for Non-Academic
 - a. If the student is not satisfied with the decision of the instructor (academic) or campus administrator (non-academic), the student may appeal in writing to the Division Chair (academic) or Dean of Student Success (non-academic).
 - b. The student may provide supporting documents prior to or during the conference.
2. Level Two: Appeal to the Vice President of Instruction
 - a. If the student is not satisfied with the decision of the Division Chair/Dean, the student may appeal in writing to the Vice President of Instruction (VPI).
 - b. The Division Chair/Dean forwards Level One records to include the Grievance Form, any documents submitted by the student at Level One, Division Chair/Dean written response noting the basis of the decision, and any other documents relied upon by the Division Chair/Dean in reaching the decision.
3. Level Three: Appeal to the College President
 - a. If the student is not satisfied with the decision of the VPI, the student may appeal in writing to the College President.
 - b. The VPI forwards the Level One records, the written response of the VPI, and any other documents relied upon by the VPI in reaching the decision.
4. Level Four: Appeal to the Board
 - a. If the student is not satisfied with the decision of the President, the student may appeal in writing to the Board.
 - b. The President forwards the Level One and Level Two records, the written response of the President, and any other documents relied upon by the President in reaching the decision.
 - c. The President informs the student of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.
 - d. The Board determines if the complaint will be presented in open or closed meeting. The presiding officer may set reasonable time limits and guidelines for presentations.
 - e. The Board shall prepare a separate record of the Level Four presentation and all components of presentations and questions shall be recorded.
 - f. The Board may give notice of its decisions orally or in writing at any time up to and including the next regularly scheduled Board meeting. Lack of response by the Board upholds the administration decision at Level Three.

Other Processes

1. If a student fails to appear at a scheduled conference, the College may hold the conference and issue a decision in the student's absence.
2. The day a complaint or document is filed is day zero; the following day is day one.
3. All time limits shall be strictly followed unless modified by mutual written consent.
4. If a complaint form or appeal notice is not timely filed, the complaint may be dismissed, on written notice to the student, at any point during the complaint process. The student may appeal the dismissal by seeking review in writing with 10 days from the date of the written dismissal notice, starting at the level at which the complaint was dismissed. Such appeal shall be limited to the issue of timeliness.

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