

NORTHWEST VISTA COLLEGE  
PROCEDURE

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<b>Procedure Number:</b>	A 007
<b>Procedure Title:</b>	General Student Complaint

1. PURPOSE

- 1.1 This procedure defines the process followed by NVC for recording, addressing, and resolving general student complaints that are not categorized as Grievances or Civil Rights Discrimination complaints. The guidelines listed in this procedure ensure that complaints are addressed in a prompt, fair, and consistent manner.
- 1.2 NVC faculty and staff work to resolve student complaints in a fair and equitable manner. Prior to initiating a formal student complaint, the student should make a reasonable effort to resolve the problem through an informal process with a student meeting with the employee of the area of dissatisfaction.

2. DEFINITIONS

- 2.1 A General Student Complaint is a written concern or dissatisfaction with an activity, service, or process that requires clarification, investigation, and resolution

3. Process

- 3.1 Student files a complaint through the NVC online complaint form.
- 3.2 Student complaint is logged and forwarded to the department supervisor by the complaint management system monitor in the Dean for Student Success office.
- 3.3 The department supervisor will review documentation and meet with any or all parties cited in the complaint. The supervisor will respond to the written student complaint, including information on appealing the decision, within 10 business days of receipt of complaint.
- 3.4 If the student is satisfied with the response, the supervisor notifies NVC-Complaint monitor of the resolution, and the complaint is closed and documented in the NVC student complaint log.
- 3.5 If student is dissatisfied with the resolution, the student can appeal the decision within 5 business days. Request is submitted to next level supervisor for consideration and response.
- 3.6 The next level supervisor will review documentation and meet with any or all parties cited in the complaint. The next level supervisor will respond to the written student complaint, including information on appealing the decision, within 10 business days of receipt of complaint.
- 3.7 If the student is satisfied with the response, the next level supervisor notifies NVC-Complaint monitor of the resolution, and the complaint is closed and documented in the NVC student complaint log.

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- 3.8 If student is dissatisfied with the resolution, the student can appeal the decision within 5 business days. Request is submitted to the department dean or director for consideration and response.
- 3.9 The dean or director will review documentation and meet with any or all parties cited in the complaint. The dean or director will respond to the written student complaint, including information on appealing the decision, within 10 business days of receipt of complaint.
- 3.10 If the student is satisfied with the response, the dean or director notifies NVC-Complaint monitor of the resolution, and the complaint is closed and documented in the NVC student complaint log.
- 3.11 If student is dissatisfied with the resolution, the student can appeal the decision within 5 business days. Request is submitted to the department vice president for consideration and response.
- 3.12 The department vice president will review documentation and meet with any or all parties cited in the complaint. The department vice president will respond to the written student complaint within 10 business days of receipt of complaint. The vice president decision is final. The vice president will notify the complaint monitor of the resolution and the complaint is closed and documented in the NVC student complaint log (maintained by the Dean for Student Success office or designee).

Contact for Interpretation: *Dean for Student Success*

<b>Relevant Board Policy:</b>	N/A
<b>Relevant SACSCOC Documents:</b>	12.4 The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC. (Student complaints)
<b>Originating Unit:</b>	Administrative
<b>Maintenance Unit:</b>	Student Success
<b>Implementation Date:</b>	August 24, 2021
<b>Revision Date:</b>	August 24, 2021