

## STUDENT COMPLAINT PROCESS

### PURPOSE

The purpose of this policy is to ensure a fair and transparent process for addressing and resolving any student concerns or complaints. Please note that the following procedures do not apply to Title IX complaints that involve sexual harassment, as those complaints should be addressed by following the Anti-harassment Anti-discrimination policy and procedure.

### POLICY STATEMENT

If a student encounters a problem related to the classroom, the student should utilize the following process:

1. When appropriate, talk directly with the instructor and try to resolve the issue informally.
2. If dissatisfied with the outcome, complete all of the appropriate sections of the **Student Complaint Form** found at <https://www.edisonohio.edu/complaint/> and click “submit”. You will be contacted within two business days concerning an appointment with the appropriate Dean.
4. If still dissatisfied, schedule an appointment with the Provost

If as student has a non-academic concern with the college or with another student, the student should utilize the following process:

1. When appropriate, attempt to resolve the complaint informally with the person who may be responsible for the dissatisfaction.
2. If dissatisfied with the outcome, complete all of the appropriate sections of the Student Complaint Form found at <https://www.edisonohio.edu/complaint/> and click “submit”. You will be contacted within two business days concerning an appointment with the appropriate Dean or supervisor.
3. If steps 1-2 do not resolve the complaint, an appointment should be made with the Provost.

Based upon the nature of the written complaint, the Provost will meet with all parties involved and will issue any decisions/actions taken in writing. The basis on which a grade was awarded may not be challenged under this complaint procedure. (See “Student Academic Grievance Procedure”). Disciplinary matters are kept confidential to the extent required by law.

### PERSONS AFFECTED

All Edison State Community College students.