

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT COMPLAINTS

FLD
(LOCAL)

SCOPE	<p>This general complaint policy applies to College District-related problems, conditions, or decisions that adversely affect a student's educational opportunities and are not otherwise redressable under other College District policies. This general complaint policy may not be used to assert complaints based on discrimination or harassment on the basis of a legally protected status such as race, color, religion, national origin, sex, disability, pregnancy, marital status, sexual orientation, gender identity, genetic background, veteran status, or age; retaliation for asserting a complaint based on a legally protected status; or sexual misconduct.</p> <p>The purpose of this policy is to secure at the first possible level prompt and equitable resolution of student complaints concerning general academic complaints, such as complaints about a final grade, alleged violations of College District policy, or complaints about alleged mistreatment by an employee of the College District not based upon an allegation of discrimination, harassment, or retaliation. A student lodging a complaint must establish that he or she experienced an adverse consequence as a result of the alleged decision, action, or violation and must establish the existence of an available remedy.</p> <p>In this policy, "days" means calendar days.</p>
EXCLUSIONS	<p>Student complaints regarding sexual misconduct, sexual violence, discrimination, or harassment based upon a protected status or retaliation are covered by policy FFD(LOCAL).</p>
RIGHT TO AN ADVISER	<p>The student may be accompanied by an adviser at any level of the complaint to provide the student support, guidance, or advice, but the adviser may not participate in making arguments or presenting evidence.</p>
ACADEMIC COMPLAINT	<p>If the complaint involves an academic complaint related to a final grade or instruction, the student shall be encouraged to discuss the matter with the instructor before requesting a conference with the division chairperson at Level One. Thereafter, the following review process shall be followed.</p>
LEVEL ONE	<p>A student who has an academic complaint shall request a conference with the division chair. The student shall request the conference in writing not later than 30 calendar days after the last day of the semester in which the course was completed. The division chair shall schedule and hold a conference with the student as promptly as possible.</p>
LEVEL TWO	<p>If the outcome of the conference with the division chairs is not to the student's satisfaction, the student shall have 15 calendar days to request a conference with the dean of instruction or designee(s),</p>

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who shall schedule and hold a conference as promptly as possible. At least one business day prior to or at the conference, the student shall submit a written complaint that includes a statement of the complaint and any evidence in its support, the solution sought, the student's signature, and the date of the conference with the division chair. The dean (or designee) shall investigate the complaint and prepare a written decision. A copy of the decision shall be provided to the student.

LEVEL THREE

If the outcome of the conference with the dean of instruction is not to the student's satisfaction, the student shall have 15 calendar days to request a conference with the vice president of academics and student affairs or his or her designee, who shall schedule and hold a conference as promptly as possible. The student's request shall include a copy of the written complaint and written ruling from Level Two. No new evidence may be submitted. The vice president shall prepare a written decision and provide a copy to the student.

LEVEL FOUR

If the outcome of the conference with the vice president of academics and student affairs or designee is not to the student's satisfaction, the student shall have 15 calendar days to seek further review by the College President. The student's request for review shall include a copy of the written complaint and the written decisions from Level Two and Level Three. The written request for review must state the specific grounds in support of reversal or modification of the decision. No new evidence may be submitted. The College President shall prepare a written decision based on the record.

NONACADEMIC
COMPLAINTS

If the complaint involves a nonacademic problem, concern, or decision that is nonacademic in nature and that does not involve a subject matter that is otherwise excluded from this policy, the following review process shall be followed.

LEVEL ONE

If the general nonacademic complaint is against another student or involves the application of a College District policy or procedure to the complainant, the student shall file the complaint with the dean of student services. The student shall request a conference with the dean of student services or his or her designee within 30 calendar days of receiving notice of the problem, concern, or decision at issue. The dean (or designee) shall take appropriate action on matters within his or her jurisdiction or route the complaint to the appropriate administrator. The dean (or other designated administrator) shall schedule and hold a conference with the student as promptly as possible. At least one business day prior to the conference, the student shall submit a written complaint that includes a statement of the complaint and any evidence in its support, the so-

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lution sought, and the student's signature. The dean (or other designated administrator) shall investigate the student's complaint and prepare a written response. A copy of the response shall be provided to the student.

When a student's general complaint alleges wrongdoing by a specific College District employee, the dean (or other designated administrator) shall notify the human resources department. The human resources department shall facilitate the fact-finding and resolution process as may be appropriate.

LEVEL TWO

If the outcome at Level One is not to the student's satisfaction, the student shall have 15 calendar days to request a conference with the vice president of academics and student affairs (or other designated administrator), who shall schedule and hold a conference as promptly as possible. At least one business day prior to the conference, the student shall submit his or her written objections to the Level One decision along with a copy of the Level One decision. The vice president (or other designated administrator) shall prepare a written response. A copy of the decision shall be provided to the student.

LEVEL THREE

If the outcome of the conference at Level Two is not to the student's satisfaction, the student shall have 15 calendar days to seek review by the College President. The student's request for review shall include a copy of his or her written complaint and the written decisions from Level Two and Level Three. The written request for review must state the specific grounds in support of reversal or modification of the decision. No new evidence may be submitted. The College President shall prepare a written decision based on the written record. The decision of the College President is final.

EXTERNAL REVIEW
COMPLAINTS

Under Texas law, current, former, and prospective students may file certain types of complaints with the Coordinating Board after exhausting the institution's grievance/complaint process. [19 Administrative Code 1.110-1.120] Complaints may be initiated by sending the required forms by electronic mail to StudentComplaints@theqb.state.tx.us or by U.S. mail to the Coordinating Board College Readiness and Success Division, P.O. Box 12788, Austin, TX 78711-2788. Facsimile transmissions of the forms shall be not accepted.

AMENDED: 02/06/2015