



(PR #11) STUDENT COMPLAINT

At Itawamba Community College, we recognize the importance of fostering an inclusive and responsive educational environment. In alignment with Board Policy J.25 – Student Complaints, all students have the right to raise and seek resolution for both academic and nonacademic concerns through a clear, fair and accessible process. In such cases, students are encouraged to first address the issue directly by discussing it with the individuals most closely involved. Approaching conflict in a direct and respectful manner is often the most effective first step toward resolution.

In many instances, concerns can be resolved when a student schedules a meeting with a faculty or staff member and communicates their frustrations or concerns calmly and honestly.

If the issue remains unresolved, students may initiate a formal complaint through Itawamba Community College's official process. To promote prompt and equitable resolution of formal student complaints, students are encouraged to submit a formal complaint as soon as they become aware that they are not satisfied with the outcome of the informal resolution process or as soon as possible following the incident or situation giving rise to the concern.

Ideally, formal complaints should be filed during the academic term in which the incident occurred. It is recommended that complaints be submitted within thirty (30) days of the date of the incident or the conclusion of the informal complaint process, whichever is later. The College will make every effort to address and resolve formal complaints promptly, with the goal of achieving a resolution within ninety (90) days of receipt. Formal complaints submitted after the recommended filing period may be considered at the discretion of the appropriate administrator, to promote fairness and ensure an equitable outcome.

All documentation related to formal student complaints will be retained in accordance with the College's records policy/procedure.

Student Complaint Process

The Student Complaint Process is designed to address and resolve concerns in a structured and transparent manner. The process is guided by the following definitions and guidelines:

Definitions

- **Complaint**
A written concern or formal allegation of dissatisfaction involving a person, service or process that requires clarification, investigation and resolution.
- **Informal Complaint**
A verbal concern that is addressed and resolved informally. Informal complaints are not documented or tracked as part of the formal process.
- **Formal Complaint**
A written complaint, as defined above, that must include the student's signature to be considered. Anonymous or unsigned complaints will not be reviewed. Formal complaints are formally tracked to ensure that appropriate follow-up and resolutions occur.

Exclusions

The Student Complaint Process does not apply to the following matters:

- ADA or disability-related complaints
- Admissions status
- Equal Opportunity or Nondiscrimination complaints
- Financial Aid Awards or Loss of Aid
- Housing status
- Outcomes of formal appeal processes
- Student Code of Conduct or student discipline
- Student-to-student complaints
- Title IX or Sexual Misconduct complaints
- Traffic citations and fines

For these issues, consult the *Student Code of Conduct*, *ICC College Catalog*, College website or other relevant institutional policies/procedures for the appropriate steps.

Steps for Filing a Formal Complaint

1. **Attempt Informal Resolution:** Before submitting a formal complaint, make a good-faith effort to resolve the issue by directly communicating with the individual(s) or office(s) involved.
2. **Complete the Formal Complaint Form:** Fill out the ICC Student Complaint Form in its entirety – be sure to attach appropriate documentation and electronically sign.
3. **Submit the Form:** This form can be submitted online using the link provided. You will receive notification via your ICC email account that it has been received.

4. **Complaint Review Process:** After your Formal Student Complaint Form has been submitted, you will receive notification from the appropriate person examining your complaint within five (5) business days. You will be provided information regarding next steps and may be asked for additional information, if necessary.
5. **Notification of Resolution:** The length of time to resolution will vary depending on the complexity of the complaint and the time of the year. The College strives to provide resolutions to all complaints within thirty (30) business days.

Appeal Process for Formal Student Complaints

If you are not satisfied with the outcome of your formal complaint, you may submit an appeal by clicking the **Appeal** tab on the *Notification of Resolution* in your **myTribe** account.

1. **Review the Resolution Notification**

Carefully read the outcome of your formal complaint to understand the rationale behind the decision.

2. **Grounds for Appeal**

An appeal may be submitted only on one or more of the following grounds:

- **Procedural Error:** A significant procedural error occurred that unfairly affected the outcome of the hearing.
- **New Evidence:** Relevant new evidence has become available that was not reasonably available at the time of the original hearing.
- **Disproportionate Sanction:** The sanction imposed is clearly disproportionate to the violation.
- **Bias or Conflict of Interest:** There is evidence that the decision-maker(s) had a conflict of interest or demonstrated bias.

3. **Prepare Your Appeal**

Write a clear and concise appeal statement explaining why you believe the original decision should be reconsidered. Include any supporting documentation.

4. **Submit the Appeal Within Three Business Days**

Appeals must be submitted in writing or email within **three business days** of the resolution notification date. Late appeals may not be considered.

5. **Await Review by the College Appeals Committee**

The College Appeals Committee will review the submitted materials. No new information may be introduced unless it qualifies under accepted grounds. This committee is comprised of administrators, faculty, staff and students. Committee members and the committee chairperson shall be appointed by the President or designee.

6. Final Decision

The College Appeals Committee strives to provide a resolution within thirty (30) business days. **The decision of the committee is final and will be communicated to you in writing or email. No further appeals will be accepted.**

- No adverse action will be taken against any student for filing a complaint or an appeal.