



SOUTH LOUISIANA COMMUNITY COLLEGE

POLICY NUMBER: SS-212

POLICY AND PROCEDURES MEMORANDUM

Title: Student Complaint Policy

Effective Date: 02/13/2013

Date of Last Revision: 11/11/2022

Review Date: 11/16/2022

Cancellation:

Office: Student Affairs

Student Complaint Policy

Policy

A student complaint refers to non-academic and non-financial complaints of students against employees, or other students, of South Louisiana Community College. It does not include academic integrity sanctions, grade appeals, academic status appeals, admission appeals, student discipline by the institution, financial aid appeals, refund appeals, and all other matters that are within the jurisdiction of other committees of the institution.

Purpose

The purpose of the college's policy is to provide a problem-solving atmosphere which affords students a process for "resolution " to address non-academic and non-financial grievances.

Scope and Applicability

Any SLCC student may exercise his/her right in submitting a formal complaint. To do so, the student must complete the official complaint form and ensure filing has occurred with the appropriate office, based on the type of complaint. Students may locate the procedures to file a formal complaint within the College Catalog & Student Handbook.

This policy and procedures apply to all enrolled students when an enrolled student initiates an action against employee(s), or other students, of the college. South Louisiana Community College has written procedures for addressing student complaints. All complaints are handled by Student Services and are documented, reviewed, and published according to the college's procedures and SACSCOC requirements specified in Standard 12.4 found in the [SACSCOC Resource Manual](#).

Definitions

- A. Complaint, as used in these procedures, refers to non-academic and non-financial complaints of students against employees, or students, of the college. It does NOT include: grade appeals; academic status appeals; admission appeals; student discipline imposed by the institution; financial aid appeals; refund appeals; or any other matters that are within the jurisdiction of other committees of the institution.

- B. Student, as used herein, refers to any individual currently enrolled as a student at the College.
- C. Employee refers to any individual employed by the college. A student employee is considered an employee of the college when an alleged grievance occurs during paid working hours.
- D. Complainant refers to the student making a complaint or filing a grievance.
- E. Respondent refers to the employee, or student, against whom a complaint or grievance has been filed.
- F. Supervisor refers to the immediate supervisor of the respondent.
- G. Day as used herein refers to a day (Monday through Friday) on which the college's administrative offices are open and operating. This timeline is based on business days, not calendar days

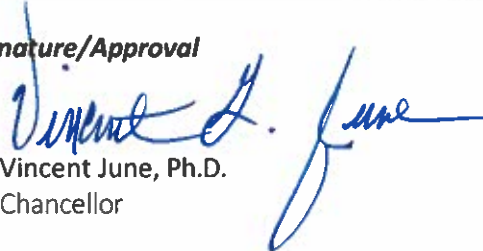
Review Process:

Complete the Table showing route of policy through College approval process

Reviewing Committee/Entity	Review Date(s)	Approval Date	Effective Date
Committee for Institutional Policy Review	Rev 1 11/16/2022	Rev 1 11/16/2022	Rev 1 01/01/2023
Executive Committee	Rev 1 12/08/2022	Initial 02/09/2017 Rev 1 12/08/2022	Initial 02/13/2017 Rev 1 01/01/2023

Chancellor's Signature/Approval

SIGNATURE:


 Vincent June, Ph.D.
 Chancellor

DATE:

12/8/22

Final Distribution:

Distribution: Electronic: posted to College's website and sent via email to College personnel
 Hard copy: Original to Executive Assistant to the Chancellor for Master Policy Binder,
 copy to Chair of Committee of Institutional Policy Review