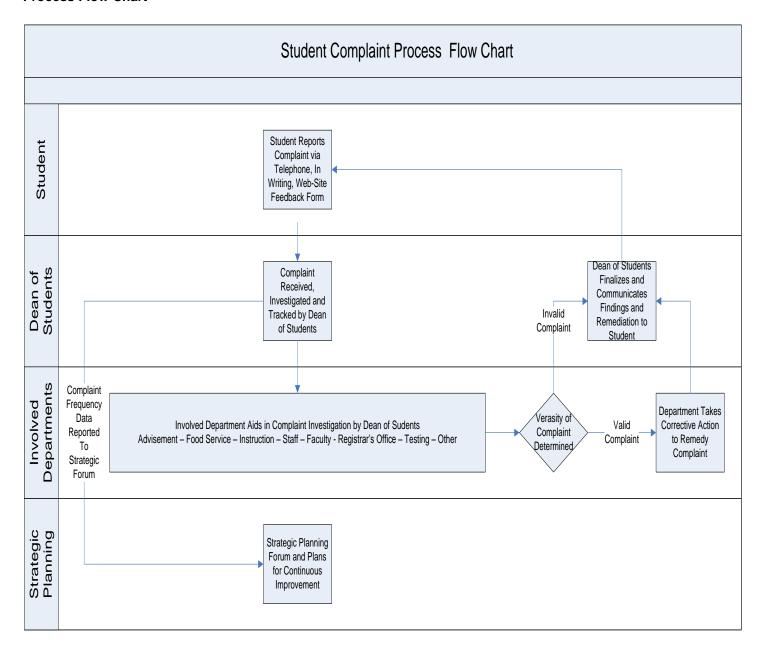|	
Subject:	Student Complaints
File Reference:	6.6
Date Approved By Board of Regents:	June 15, 2006
Replaces Policy Approved On:	N/A
Purpose:	To communicate adherence to the College's policies and procedures as they relate to Student Complaints, and to encourage students to come forward in good faith with complaints or concerns about any issues - without fear of reprisal or retaliation.
Policy:	The College provides various mechanisms to assist and encourage students to come forward in good faith with complaints or concerns about any issues. Students may report complaints or concerns without fear of reprisal or retaliation.

Procedures:

1. A Student should follow all College policies and procedures in carrying out his/her responsibilities as a student at the College.
2. A Student, who has a complaint or concern, is encouraged to report said complaint to the Dean of Students. If a Student has Questions about the propriety of any practice under College policies and procedures, he or she should seek guidance from any of his or her instructors, or the College official who has responsibility for overseeing compliance with the particular policy or procedure, or from the Dean of Students.
3. A Student, who becomes aware of a potential or actual material violation of College policies or procedures, is encouraged to report such potential or actual conduct, regardless of whether the student is personally involved in the matter.
4. A Student may request that any complaint, concern or report of impropriety, be handled as confidentially as possible under the circumstances, and the College will endeavor to handle all such reports with discretion and with due regard for the privacy of the reporting student.
5. A Student may make anonymous reports, with the understanding that any investigation may be hampered due to the inability to identify the reporting student in order to obtain a full and complete account of relevant and necessary facts from the student or to ask additional questions or seek clarification as any investigation proceeds.
6. All complaints shall be reported to the Dean of Student Services, whether linked to a particular student's identify or whether submitted anonymously. For purposes of this policy, the term *student* includes any prospective student (i.e., an applicant for admission), a registered student, a former student, or even a member of the public-at-large.
7. Students are able to report a complaint or concern via telephone, in writing, via email, or by filling out an on-line feedback form available on NNMC's web-site. All complaints or concerns will be received and investigated by the Dean of Student Services or, should the complaint be about the Dean of Student Services, to the Executive Vice President.
8. The Dean of Student Services will investigate every complaint and provide the complainant with a response and/or resolution within seven work days.
9. In no way, however, will this process interfere with the student's rights to follow the existing appellate process. In those cases in which the complaint most properly fits within the appellate process, the Dean will so inform the student in order to protect the student's right to appeal beyond the institution.
10. All faculty and staff, regardless of status, are directed to cooperate with the Dean of Student Services in the investigation of any complaint made by any student.
11. A copy of this policy is available on-line at: (http://www.nnmc.edu/administration/presidentsoffice/policy-procedure/policyprocedure.shtml), and will appear in each published catalog and schedule of classes and will, in addition, be available to students at strategic places on each campus and through local coordinators at off-site locations.
12. The Dean of Students is responsible for tracking all complaints and to report their frequency and topics annually at the Strategic Planning Forum with recommendations for improvement.

Process Flow Chart

Student Complaint Process Flow Chart

Student

Student Reports Complaint via Telephone, In Writing, Web-Site Feedback Form

Dean of Students

Complaint Received, Investigated and Tracked by Dean of Students

Dean of Students Finalizes and Communicates Findings and Remediation to Student

Invalid Complaint

Involved Departments

Complaint Frequency Data Reported To Strategic Forum

Involved Department Aids in Complaint Investigation by Dean of Sudents
Advisement – Food Service – Instruction – Staff – Faculty - Registrar's Office – Testing – Other

Verasity of Complaint Determined

Valid Complaint

Department Takes Corrective Action to Remedy Complaint

Strategic Planning

Strategic Planning Forum and Plans for Continuous Improvement

Cross Reference: Policies and Procedures