

### **I. Purpose**

To authorize and direct the establishment of procedures for tracking complaints filed by students pertaining to matters over which the college has control or authority.

### **II. Scope**

This policy applies to those units of the College which are involved in receiving, resolving, and/or tracking student complaints of various types.

### **III. General**

The College is committed to handling formal complaints from students in a timely manner regardless of the type of complaint. The complaint tracking procedures established pursuant to this policy shall be reviewed regularly for the purpose of evaluating the effectiveness of the procedures. This policy shall not contravene the Board of Trustees' bylaws with respect to complaints regarding individual trustees.

### **IV. Responsibility**

Responsibility for the interpretation and administration of this policy is delegated to the Dean of Student Affairs or designee.

Adopted: April 18, 2022