

Formal Complaint Procedure: How to File a Complaint:

Type of Complaint	Explanation	How to file a complaint	How to appeal a complaint outcome
Academic: Grading and other academic appeals	A student may lodge a complaint regarding specific grades, degree requirements	Follow all steps of the Informal Complaint process before filing a formal complaint	Request an appeal in writing after receiving a written decision. Appeal should be directed to the same administrator the decision was obtained and/or the next ranking administrator indicated in the Student Complaint Process
Student Code of Conduct Violations	A student may appeal a suspension or expulsion for behavior	Follow the appeal instructions on the disciplinary decision letter	Appeals may be directed to the Dean of Students
Sexual Assault And Sexual Violence	A student that has been sexually violated and or assaulted on or off campus	Contact College Safety and Security and or the Dean of Students at South Campus	N/A
Discrimination, Harassment and or Disabilities	A student may lodge a complaint with the Office of Equity and Diversity concerning a specific Title IX matter	Contact the Equity and Diversity Office. Make an appointment to meet with the Associate Vice President & Chief Diversity Officer to be advised of how to file a complaint	Request an appeal in writing after receiving a written decision. Appeal should be directed to the same administrator the decision was obtained.
Student Affairs	A student may lodge a complaint with the office where the complaint was initiated	Document the complaint in writing	Request an appeal in writing after receiving a written decision. Appeal should be directed to the supervisor, director or vice president over the area in the stated order.
General or other non-academic service areas	A student may lodge a complaint with the office where the service occurred	Document the complaint in writing	Contact the supervisor, director or vice president over the area in the stated order. Students may contact the Dean of Students if they are unsure of the area responsible.
College Safety and Security	Members of the college community may file a Security report if there is a potential or actual concern for the safety and security of one's self or the college community	Contact the College Safety and Security Office on the City, North or South Campus	N/A

