

Informal Student Complaints Resolution Steps

Whenever possible, student complaints at Northeast Texas Community College are handled in an informal manner. Administrators, faculty, and staff maintain an “open-door” policy to discuss issues of concern for all students. Faculty and staff serve as a resource for individuals seeking assistance in resolving matters within the campus community. The chart below details the initial area for assistance referral and subsequent contact areas. It should be noted that sometimes the complainant may not feel comfortable in meeting the person at the first response level.

Issue	First Response	Level I
Academic Concerns	Instructor	Program Director/Division Dean
Academic probation/suspension	Advisor/Retentions Specialist	Director of College Connection
Advising for specific major	Instructor or Advisor	Division Director
Advising for undeclared majors	Advisor	Director of College Connection
Admissions Application/Process	Associate Director of Admissions	Dean of Enrollment Management/Financial Aid
Assessment/Testing Center	Director of Testing	Director of College Connection
Black Board technical difficulties	Director of Computer Services	VP of Administrative Services
Book Store	Bookstore Manager	VP of Administrative Services
Campus Tours	College Recruiter	Director of College Connection
Concerns regarding Academic Faculty	Instructor	Division Director
Concerns regarding Workforce Faculty	Instructor	Division/Program Director
Counseling/Advisement	Advisor	Director of College Connection
Discipline Issues in the classroom	Instructor	Division Director
Discipline Issues outside the classroom	Instructor/Advisor/Staff	VP for Student and Outreach Services
Grade appeals	Instructor	Division Director/Associate VP
Financial Aid	Financial Aid Advisor	Dean of EM and Director of Financial Aid
Graduation	Registrar	Dean of Enrollment Management/Financial Aid
Housing	Residence Assistant/Hall Director	Housing Director
Library	Library Staff	Director of the Learning Resource Center
Parking tickets and security	Director of Security	Director of Plant Services
Refund requests	Student Accounts	Comptroller
Transcripts	Registrar	Dean of Enrollment Management/Financial Aid
Residency	Associate Director of Admissions	Dean of Enrollment Management/Financial Aid
Student activities	Director of Student Activities	VP for Student and Outreach Services
Student Orientation	Orientation Coordinator	Director of College Connection
Students with disabilities	Advisor/Special Pop Coordinator	Director of College Connection
Tutor Support (ASC)	ASC Coordinator	Director of Developmental Education
Veteran benefits	Advisor/VA Coordinator	Director of College Connection

If the informal discussion does not produce results satisfactory to the student or if a faculty or staff member fails or refuses to informally discuss the complaint, the student reserves the right to file a formal complaint.

Formal Student Complaint Steps

Formal complaints are generally written and filed when the student has not received satisfactory resolution by the informal process or when the alleged behavior of the college employee is deemed to be strongly offensive. The student is always free to file a written complaint regardless of whether the student has sought to resolve the matter informally. A formal complaint may progress through four levels. It is the intent of the College to resolve the formal complaint at the lowest level possible. A student can designate a representative through written notice to the college, during any part of the process. **(FDL Local)**

Formal Academic/Grade Complaint

Issue	Level I	Level II	Level III	Level IV
Academic Concerns	Division/Departmental/Program Dean, Director, or Supervisor	Executive VP of Instruction	Hearing Committee	President

Formal General Student Complaint (not related to Academic Instruction)

Issue	Level I	Level II	Level III	Level IV
Disciplinary Appeal	Division/Departmental/Program Dean, Director, or Supervisor	Vice President for Student Services	Hearing Committee	President
Housing Appeal	Housing Director	Housing Disciplinary Committee	Vice President for Student Services	President
Discrimination or Harassment Issues	Division/Departmental/Program Dean, Director, or Supervisor	Vice President for Student Services	Title IX Coordinator/ EEOC Grievance Committee	President