

JJC Student Complaint Procedures

JJC promotes an open educational environment, rich in values and designed to protect the integrity of teaching and learning. In that spirit, the college encourages all students to first direct their complaints and concerns to the faculty, staff or administrator specifically involved. The college believes that many complaints will be resolved through an open, honest dialogue between the persons involved. In cases where that may not be possible, the JJC Student Complaint Procedure can assist in facilitating a resolution. Other than a grade appeal or a claim of sexual harassment, a complaint that challenges the decisions or actions of college personnel will be considered using the following procedures:

1. Complaints should be filed at the department level to the chairperson or supervisor (see the *Student Handbook* quick reference or visit the JJC Website for the staff/departmental directory).
2. Forms are available in each department on campus and should be submitted within 10 business days of the complaint.
3. Complaints will normally receive a response within 10 business days (excluding breaks) from the time it is received.
4. Unresolved complaints or appeals of resolutions for non-academic matters shall be directed to the Office of the Dean of Student Development. Those of an academic nature shall be directed to the Associate Vice-President of Academic Affairs. Cases involving complaints against either of these areas will be referred to the appropriate Vice-President.
5. The final college official reviewing the complaint will respond formally and in writing to the complainant.
6. For complaints involving grade appeals and sexual harassment policies, please see the college catalog or student handbook for proper procedures. Complaints involving matters of a criminal nature, such as theft, battery, etc., should be directed to the JJC Police Department.

JJC Student Complaint Form
(Please Print or Type)

Name _____ Date _____

Provide at least one preferable method by which you can be contacted:

Email address _____ Telephone _____

Home address _____

Date(s) and location of complaint incident _____

Have you attempted to resolve this matter with the person(s) named in the complaint? Yes ___ No ___

Person(s) named in the complaint: _____

Course code and section number (if applicable) _____

Department name: (Submit this form to the area identified) _____

Description of complaint: _____

Resolution sought as a result of the complaint: _____

The above statements are true. I understand that any misrepresentation of the facts can result in formal disciplinary action. (Photo ID is required at the time of submission).

Signature of student _____ Date _____

All forms submitted will be retained within the department and maintained at the discretion of the chairperson or supervisor.

Initiated: 7/03