



## Complaint Process for Students

The purpose of the *Complaint Process for Students* is to provide a way for both credit and continuing education students who think that a particular action on the part of a college employee has violated a published policy or procedure. The process includes an informal and formal approach.

Please note that any complaints of **sexual harassment or sexual misconduct** should be promptly reported to the **Title IX Coordinator using this link**. For questions, please email [TitleIX@carrollcc.edu](mailto:TitleIX@carrollcc.edu) or call 410-386-8329.

Student concerns that are appropriate to this process include:

- **Academic Status-** Disagreement regarding student's academic status (financial aid award, probation, suspension, removal or denial of entry to selective admissions program);
- **Discrimination-** Unfair treatment based on ability/disability, age, class, economic status, race, ethnicity, color, national origin, language, visas status, gender identity and expression, sex, sexual orientation, marital status, religion, political beliefs, height, weight, and veteran status; For assistance, please contact the Executive Director, Diversity, Equity, Inclusion, and Belonging or call 410-386-8189
- **Grade Dispute/Appeal-** Dispute regarding a final course grade and/or grade on an exam, written assignment or other assessment. Students must follow the Final Grade Challenge policy prior to submitting a complaint form for a final course grade dispute. This policy can be found in the college catalog under Academic Information- Grading.
- **Inconsistent or incorrect application of college policies-** Actions by an employee has adversely affected student, e.g. failure to provide or follow DSS accommodations, not following syllabus, or not adhering to the College catalog;
- **Retaliation-** Unfair treatment due to complaint or feedback;
- **Unethical or unprofessional behavior-** Actions by an employee, including lack of timely response, demeaning, bullying or abusive language; and
- **Violation of student rights-** e.g. freedom of expression or right to assemble, as published in the Carroll Community College catalog.

### Procedure

#### Step 1:

The complaint process starts informally, and you must speak with the person involved to determine if a resolution is possible. A face-to-face or virtual meeting can be arranged through office hours (or student hour) for a faculty dispute or through an appointment with any other College employee. (How to Have a Difficult Conversation [video](#) and [article](#)) If this meeting, for any reason is not feasible, please move to Step 2.

#### Step 2:

If resolution is not reached at Step 1, the student should complete the Complaint Form below within 2 weeks of the attempted informal resolution.

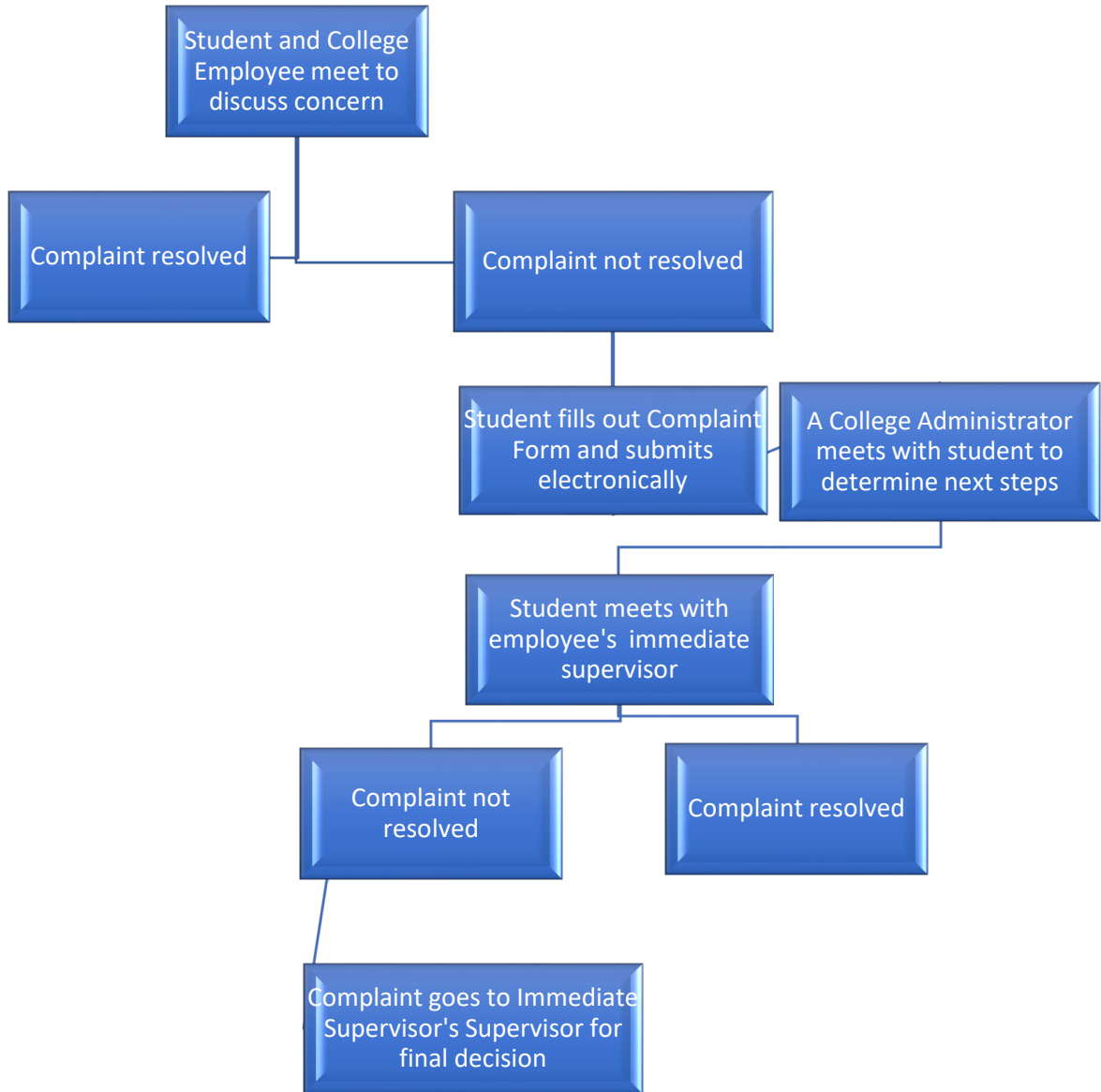
*\*If you need assistance with this form or with the process, please contact the Dean of Student Affairs at [StudentAffairs@carrollcc.edu](mailto:StudentAffairs@carrollcc.edu) or call 410-386-8191.*

#### Step 3:

Once the student submits the form, a member of the college administration will set up a meeting with the student to outline the complaint process, identify the respondent's supervisor, provide contact information, and specify next steps. The student will contact the supervisor to set up a meeting. The student can expect to hear from the supervisor within 5 business days from initial contact. If assistance in setting up the meeting is needed, the administrator will help the student contact the supervisor.

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Step 4: If a resolution is not reached, the immediate supervisor's supervisor will hear the complaint. The decision of this supervisor is final and may not be appealed under any other College policy.



## Complaint Form

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The following form is to be used in the Complaint Process for Students as noted in the College catalog under College Regulations and Policies. The student and staff/faculty member involved in the complaint should try to resolve the dispute through discussion. If resolution is not reached at this level, the student must complete this "Complaint Form" and submit it to the **Dean of Students at [studentaffairs@carrollcc.edu](mailto:studentaffairs@carrollcc.edu)** within **2 weeks** of the alleged complaint. This written documentation allows for a more formal and consistent review of the particular situation.

Student Name: \_\_\_\_\_

Student ID#: \_\_\_\_\_

Phone No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

*Summary of Complaint:*

*(please note details, dates if applicable, sequence of events, etc.; use additional paper if necessary)*

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*Desired Outcome:*

*(please note what specific results you would like to see achieved through this process)*

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Student Signature \_\_\_\_\_ Date \_\_\_\_\_

Complete and return this form to **[studentaffairs@carrollcc.edu](mailto:studentaffairs@carrollcc.edu)** or drop it of in A 117 for the Dean of Students

**For college staff use only – attach additional pages if needed**

.....  
*Name of immediate supervisor of faculty/staff member:* \_\_\_\_\_

*Date of meeting with student:* \_\_\_\_\_

*Notes:* \_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

**Complaint resolved**

**Complaint not resolved**

*Immediate supervisor's signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Date file forwarded to supervisor's supervisor:* \_\_\_\_\_

*Name of supervisor's supervisor:* \_\_\_\_\_

*Date of meeting with student:* \_\_\_\_\_

*Notes:* \_\_\_\_\_

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**Complaint resolved**

**Complaint not resolved**

*Supervisor's signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_