

Student Complaints

Students concerned about issues that adversely affect them or someone else or who feel they have been discriminated against in accordance with Board Policy 11.04 Discrimination and Harassment are encouraged to, through appropriate channels, work to resolve such complaints. Students are encouraged to meet with an academic counselor for information regarding the complaint procedure.

Students enrolled in correctional education programs should address complaints to the appropriate correctional site associate dean with final review by the dean.

Complaint Procedure

It is the policy of Lake Land College that all student complaints be resolved as quickly and at the lowest step possible. Students with a complaint should make every effort to arrive at an agreement with the faculty, staff member or administrator involved. If students are not satisfied with the response to their complaint at that level, they should pursue additional steps as defined in the Procedures for Resolving Student Complaints. The procedures and Student Complaint Form will be published in the online Student Handbook available on the College's website. Printed copies will be available in Counseling Services.

Records of Student Complaints

To comply with federal regulations and requirements of the Higher Learning Commission, Lake Land College will maintain records of the formal, written student complaints pursued in accordance with this policy or established appeal processes which are (1) not resolved prior to reaching the level of Vice President or President; (2) complaints filed with the Higher Learning Commission, EEOC, or other such outside entities; (3) lawsuits filed by

current or former students against the College, the Board of Trustees of the College, or officers of the College; and (4) other formal, written student complaints filed with the offices of Vice President or President which are not covered by the College's established processes for grievances or appeals.

The records shall include the date the complaint was first formally submitted; the nature of the complaint; the steps taken by the College to resolve the complaint; the institution's final decision regarding the complaint, including referral to outside agencies; any other external actions initiated by the student to resolve the complaint, if known to the institution (e.g. lawsuit, EEOC investigation, etc.); information about the disposition of the complaints, including those referred to external agencies for final resolution. The records shall be maintained so as to ensure anonymity of the complainants and other individuals involved in the facts of the complaint. These records shall be maintained in the offices of the Vice President or President for a period of two years and made available to Higher Learning Commission comprehensive evaluation teams for review. Each office is required only to maintain its respective complaints.

All complaints received through provisions of this policy will be presented and reviewed by the President's Cabinet for analysis and process improvement.

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Revised December 8, 2003
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