



PROCEDURE FOR RESOLVING STUDENT COMPLAINTS (BOARD POLICY 07.29 - STUDENT COMPLAINTS)

Students concerned about issues that adversely affect them or someone else or who feel they have been discriminated against on the basis of race, color, sex, age, religion, national origin, ancestry, disability, marital or civil union status, veteran status, or sexual orientation or any basis of discrimination precluded by applicable federal and state statutes may, through appropriate channels, work to resolve such complaints by following the procedures outlined below. *Students are encouraged to meet with an academic counselor for additional information regarding this complaint procedure.*

It is the policy of Lake Land College that all complaints be resolved as quickly and at the lowest step possible.

STEP ONE: Students having a complaint should make every effort to arrive at an agreement with the faculty, staff member, or administrator involved.

STEP TWO: Students who fail to resolve their complaint at Step One should complete the [Student Complaint form](#) and meet with the staff member involved in Step One to request a written response to their concern. The written response should be conveyed to the student on the Student Complaint form within three (3) working days. Although students should discuss their concerns with the staff member involved, the decision to resolve a complaint will be based on the strength, accuracy, and clarity of their written statement. If the student is not satisfied with the written decision, the student should present the Student Complaint form to the immediate supervisor, officer, or coordinator for the area of concern within five (5) working days.

Late Textbook Requests: Students charged for unreturned textbooks and seeking to have charges reversed must complete the Student Complaint form. On the form, the student should state the reason the rental textbooks were not returned by the deadline and provide supporting documentation. Completed forms should be turned into the Bookstore or emailed to bookstore@lakelandcollege.edu. Submitted forms are reviewed by the Refund Review Board, and the review board will communicate the decision with the student. Approved complaint forms will be subject to the successful return of the textbooks, unless otherwise stated.

Regardless of the area of the College, the immediate supervisor, officer, or coordinator is responsible to make certain that the student has already contacted the original person with whom the student has a complaint. The written decision of the immediate supervisor, officer, or coordinator will be conveyed by such person to the student on the Student Complaint form within five (5) working days.

STEP THREE: Students not satisfied with the decision in Step Two may carry the complaint to the next level of administrative supervision within five (5) working days, with the Lake Land College Board of Trustees as the final avenue of appeal for any complaint.

At each level above Step One, a written decision shall be issued to the student as an addendum to the Student Complaint form within five (5) working days. After Step Three, and prior to an appeal going before the President, a student has the right to request a hearing of impartial review. A hearing must be requested within ten (10) working days from notification of the last decision received. A hearing shall be arranged by the appropriate person within ten (10) working days of the request.

If the student indicates a desire for a formal hearing, it is the responsibility of the appropriate Vice President to notify the student of the time, place, and the process related to the committee hearing as well as to compose the Complaint Resolution Committee. The student will be allowed to present his/her case and have witnesses testify on his/her behalf. The student may have an attorney present or an advisor of his/her choice to advise him/her but not to act as spokesperson for the student. The College may also have its attorney present. Any party to the hearing may present witnesses subject to cross-examination. The decision of the Complaint Resolution Committee will be determined by a majority vote of the membership, with all deliberations private, without the presence of the student, Vice President, attorneys, etc. The function of the Complaint Resolution Committee shall be to resolve the complaint in the most equitable manner possible. A complete set of minutes of the proceedings shall be taken and made available to College officials and to the student.

If the student is not satisfied with the decision of the Complaint Resolution Committee, he/she may appeal the decision to the President within five (5) working days. The decision of the President shall be final unless the student wishes to appeal the decision of the President to the Board of Trustees of Lake Land College by giving written notice within ten (10) calendar days of the date of the written decision of the President.

AREA OF CONCERN	STEP ONE	STEP TWO	STEP THREE
	<i>Staff member</i>	<i>Immediate Supervisor/ Review Board</i>	<i>Vice President</i>
Instructor-Student	Instructor	Division Chair*	Vice President for Academic Services
Refund of Tuition / Fees	Go to Step Two	Refund Review Board	Vice President for Business Services
Textbook Charges	Manager of Bookstore and Textbook Rentals	Refund Review Board	Vice President for Business Services
Disability Accommodations	Staff member involved	Academic Counselor/Coordinator of Student Accommodations (504 Coordinator)	Vice President for Student Services
Discrimination based on race, color, sex, age, religion, national origin, ancestry, disability, marital or civil union status, veteran status, sexual orientation	Staff member involved	Director of Human Resources (Affirmative Action Officer)	Vice President for Business Services
Other Service Concerns	Staff member involved	Department Dean/Director/Chair	Appropriate Vice President

*If the Division Chair is also the instructor with whom the student has a grievance, then the student would confer with the Vice President for Academic Services.

Students with concerns about discrimination because of race, color, sex, age, religion, national origin, ancestry, disability, marital or civil union status, veteran status, sexual orientation, or any basis of discrimination precluded by applicable federal and state statutes may also direct complaints to the Office of Civil Rights, U. S. Department of Education, or pursue both avenues of complaint resolution.

Students concerned about the final grade they received (except "I") in a course must initiate a grade appeal no later than the end of the sixth week following the close of the semester for which the assigned grade was recorded. This request must be initiated with the instructor of the course or the Division Chair if the instructor is not currently teaching at the College. (See Board Policy 07.27 Grade Appeals).