



Procedures for Resolving Student Complaints

As members of the educational community, students have the right to seek resolution of concerns, whether academic or non-academic. In accordance with Board Policy 07.29 *Student Complaints*, Lake Land College will resolve all student complaints utilizing these procedures except in cases where another procedure applies.

When appropriate, students are encouraged to resolve complaints through the following processes outlined below. Students are encouraged to meet with an academic counselor for additional information regarding this complaint procedure.

Process for Specific Complaints

DISCRIMINATION AND HARASSMENT

Complaints alleging discrimination or harassment, other than discrimination based on sex, will be processed according to Board Policy 11.04 *Discrimination and Harassment* and its implementing procedures. Those procedures are available in the *Discrimination and Harassment* section of the online *Student Handbook & Right to Know* linked at the bottom of the Lake Land College website @ www.lakelandcollege.edu.

SEX DISCRIMINATION AND HARASSMENT

Complaints alleging sex discrimination, including discrimination or harassment based on sex stereotypes, sex characteristics, pregnancy or related conditions, sexual orientation, or gender identity will be processed according to Board Policy 11.04.01 *Prohibiting Sex Discrimination* and its implementing procedures. Those procedures are available in the *Sex Discrimination and Harassment* section of the online *Student Handbook & Right to Know* linked at the bottom of the Lake Land College website @ www.lakelandcollege.edu.

Process for Other Complaints

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 and 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. (The Student Complaint form is available in the *Student Complaint*

Procedures section of the online *Student Handbook & Right to Know* linked at the bottom of the Lake Land College website @ www.lakelandcollege.edu).

- Late Textbook Requests: Students charged for unreturned textbooks and seeking to have charges reversed must complete the Late Textbook Waiver (available online in the *Student Complaint Procedures* section of the online *Student Handbook & Right to Know* linked at the bottom of the Lake Land College website @ www.lakelandcollege.edu). 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 their case and have witnesses testify on their behalf. The student may have an attorney present or an advisor of their choice 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, they 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 <i>Staff Member</i>	Step Two <i>Immediate Supervisor</i>	Step Three <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	Counselor for Student Accommodations and Mental Health Initiatives	Vice President for Student 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, the student would confer with the Vice President for Academic Services.*

Students concerned about the final course grade 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*).

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