

Title :	Student Complaint Procedures	
Number :		5810.03
Approved :		08/11/22
Reference :	HLC Policy FDCR.A.10.030, GCCCD 2075.01, 2075.02, 5810.01, 5810.02	

Student complaints must be submitted in writing, signed by the student, and submitted to a College official with Authority (Professors, Deans, Directors, Counselors) and/or forwarded to the Dean of Students. Complaints determined to be academic in nature will be forwarded to the appropriate academic dean. Complaints that may include a report of Title IX violations will be forwarded to the Title IX Coordinator. Complaints for alleged violations of civil rights not covered by Title IX Sexual Harassment will be forwarded to the Section 504/ADA Coordinator (if the complaint relates to discrimination on the basis of disability) or the Director of Human Resources/Civil Rights Equity Officer (CREO) (if the complaint relates to discrimination on any other basis). Complaints received in person, through email, or other secure delivery method through the College’s website on the Title IX webpage or on the Civil Rights webpage, which are signed by a student will be accepted as formal complaints. A student who files a complaint must be currently enrolled as a full or part-time student or submit the complaint within one calendar year of the date of last attendance.

Graham County Community College District (GCCCD) Regulation 2075.01 “Procedures for Alleged Violations of the Title IX Sexual Harassment Regulations,” should be followed when there are allegations of sexual harassment. GCCCD Regulation 2075.02 “Procedures for Alleged Violations of Civil Rights not Covered by Title IX Sexual Harassment Regulations” should be followed when there are allegations of acts of discrimination other than sexual harassment. GCCCD Regulation 5810.01 “Student Grievance Procedure – Non-Academic Standards” and GCCCD Regulation 5810.02 “Student Grievance Procedure – Academic Standards” outline the steps to follow for non-academic and academic complaints, respectively.

All student complaints will be logged by the Dean of Students in the official Student Complaint Log (R:\Deans and Academic Support\Student Complaints). All student complaint documentation will be scanned and stored in a Student Complaint log file, or as a hard copy where necessary. The Complaint log will be maintained by calendar year, and the record period will be seven (7) years before destruction.

The Dean of Students, in conjunction with other College Deans and the Vice President of Academic and Student Affairs, will prepare an annual report analyzing the number and nature of complaints and the College actions taken in response. The report will offer recommendations to improve processes and programs as a result of the analysis. The report will be submitted each January to the President and to the Director of Accreditation and Effectiveness.

The Student Complaint Log will contain at a minimum:

- The date the complaint was first formally submitted in writing to the Dean of Students, or academic dean
- Student name, or Title IX case number assigned to allegations of sexual harassment
- The nature of the complaint (academic/non-academic/Title IX)
- The steps taken by the institution to resolve the complaint including:
 1. The institution’s final decision regarding the complaint, together with referral to outside agencies.
 2. Any other external actions initiated by the student to resolve the complaint, if known to the institution.
- Person adding the log line

Distance Education Students

Distance Learning Grievance Process

If a resolution is not reached through the official grievance review process, distance education students who are still aggrieved may file a complaint or provide feedback to the following agency:

NC-Sara Membership States. The Arizona State Authorization Reciprocity Agreement Council (AZ SARA) has



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jurisdiction over AZ SARA-approved institutions regarding non-academic standards complaints. Academic standards complaints related to grades, grading standards, professional education conduct, materials presented, and other matters covered by Regulation 5810.02, Student Grievance Procedure – Academic Standards, are not subject to review by AZ SARA and should not be submitted for review. Prior to registering a non-academic standards complaint with the Council, the student must follow the institution’s complaint process as outlined above. Students may appeal the institution’s decision to the Council. For information on AZ SARA’s complaint process, visit: <http://azsara.arizona.edu/complaint-process>.

Higher Learning Commission

Residents of all states may submit complaints to:

Higher Learning Commission
230 South LaSalle Street, Suite 7-500
Chicago, Illinois 60604-1411
1-800-621-7440

