

Adopted: 06-25-2025

I. COMPLAINT PROCESS OVERVIEW

In order to maintain a harmonious and cooperative environment between and among the College and its students, the College provides for the settlement of problems and differences through an orderly complaints procedure. Every student shall have the right to present his/her problems or complaints free from coercion, restraint, discrimination or reprisal. This Procedure provides for prompt and orderly consideration and determination of student problems and complaints by College administrators and ultimately the President.

A complaint is any matter of student concern or dissatisfaction with the College's control except: (a) student discipline matters regarding academic and non-academic violations (Procedure 4.4.1 – Student Conduct). For issues regarding sexual harassment and sexual violence, see Procedure 4.14.1 Title IX Sexual Harassment, for issues related to other forms of unlawful discrimination, see Procedure 4.14.2– Unlawful Discrimination, and for issues related to Anti-Hazing, see Procedure 4.14.3.

II. INTERNAL COMPLAINT PROCESS

1. Informal Complaint– Step One

In the event the alleged complaint lies with an instructor/staff member, the student must first go to that instructor/staff member and attempt to informally resolve the matter. Both the student and instructor/staff member must have an informal conference to discuss the situation and document the attempts taken to resolve the complaint at this level. In the event that the student is unsatisfied with the resolution reached at the informal conference, he/she may proceed to Step Two within five (5) business days after the informal conference. Not proceeding to Step Two within the time period will result in the complaint not being heard and the matter being closed.

If the complaint concerns issues unrelated to a particular instructor/staff member (for example, an issue with College policy), the student can skip the informal process and proceed to Step Two.

2. Formal Complaint– Step Two

If the complaint is not resolved at Step One (or, given the nature of the complaint, Step Two begins the process) the student may file a written complaint with the Student Conduct Officer. The written complaint must contain, with specificity, the facts supporting the complaint and the attempt, if applicable, to resolve the complaint at the information level.

The Student Conduct Officer (or, depending on the nature of the complaint, another appropriate College official shall review the written complaint and conduct whatever further investigation, if any, is necessary to determine any additional facts

that are needed to resolve the complaint. The Student Conduct Officer shall provide his/her written decision within ten (10) business days after receipt of the complaint.

In the event that the student is unsatisfied with the resolution reached by the Student Conduct Officer, he/she may proceed to Step Three within five (5) business days after receipt of the Student Conduct Officer's written determination. Not proceeding to Step Three within the time period will result in the complaint not being heard and the matter being closed.

3. Appeal – Step Three

If the student is not satisfied with the Student Conduct Officer's determination, the student may appeal to the President. The appeal must be in writing, must provide a written summary of the specific facts and must contain any other documentation pertinent to the matter. The President will conduct an "on the record" review and conduct any further investigation that is necessary to ascertain the facts needed to make a determination. The President may, at his/her discretion, establish a committee to further investigate the matter and make a recommendation to the President.

At the conclusion of the investigation and not later than fifteen (15) business days after receipt of the student's appeal, the President shall provide a written decision to the student.

The President's decision is final.

III. EXTERNAL COMPLAINT PROCESS

1. North Carolina Community College System

The College is a member of the North Carolina Community College (NCCC) System. If a student is dissatisfied with the result of a complaint within the College, the student may file a complaint with the NCCC System. The student must exhaust the College's internal complaint process prior to filing a complaint with the NCCC System. The contact information for the NCCC System Office is:

North Carolina Community College System Office
200 West Jones Street
Raleigh, NC 27603
Telephone: 919-807-7100
Website: <https://studentcomplaints.northcarolina.edu/form>

2. Southern Association of Colleges and Schools Commission on Colleges

The College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). If a student is dissatisfied with the result of a complaint within the College, the student may file a complaint with the SACSCOC. The student must exhaust the College's internal complaint process

prior to filing a complaint with the SACSCOC. The contact information for SACSCOC is:

Southern Association of Colleges and Schools Commission on Colleges
(SACSCOC)

1866 Southern Lane

Decatur, GA 30033

Telephone: 404-679-4500

Website: <https://sacscoc.org/>