

**TERRA STATE COMMUNITY COLLEGE**  
**Fremont, OH 43420**

**POLICIES AND PROCEDURES**

**ADMINISTRATIVE STUDENT  
COMPLAINT POLICY**

**Effective 1-23-08**  
**Revised 09-15-15**

**A STUDENT MAY FILE A COMPLAINT RELATED TO AN ADMINISTRATIVE PROCESS. A STUDENT COMPLAINT RESULTING FROM AN INCIDENT OR EVENT AT THE COLLEGE RELATED TO A BOARD OF TRUSTEES POLICY, AN ADMINISTRATIVE PROCEDURE, OR AN ADMINISTRATIVE REGULATION, SHALL FOLLOW THESE PROCEDURES:**

**PROCEDURES**

A student considering a complaint should always seek an explanation of the policy, procedure, or regulation from a College official. After being provided with an explanation, the student should seek a resolution to the matter. If the matter is not resolved informally, the student may proceed with a formal complaint using the following procedure:

1. Obtain a Student Complaint Form available the office of the Dean of Student and Enrollment Services, located in A100 or visit [www.terra.edu](http://www.terra.edu).
2. Complete the Student Complaint Form and submit it in person or electronically to the Dean of Student and Enrollment Services.
3. The Dean of Student and Enrollment Services, or designee, will contact the student within five business days of receiving the written complaint.

The Dean of Student and Enrollment Services or designee may indicate the need for an interview with the student or witnesses and may identify additional time needed for an investigation of the matter. A response to the complaint by the College will be provided in writing by the Dean of Student and Enrollment Services, or designee.

If the student is not satisfied with the College's written response to the complaint, the student may compose a letter of appeal describing the initial complaint and explaining the reason for his/her dissatisfaction with the College's written response. This letter should be addressed to the President and must be submitted within 10 business days after receiving the College's written response. The President, or designee, will act on the appeal and render a final decision in writing to the student.