

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

**POLICIES AND PROCEDURES**

**INSTRUCTIONAL STUDENT  
COMPLAINT POLICY**

**Effective 1-23-08  
Revised 09-18-15**

**A STUDENT MAY FILE A COMPLAINT RELATED TO INSTRUCTION. A STUDENT COMPLAINT RESULTING FROM AN INCIDENT OR EVENT AT THE COLLEGE RELATED TO CLASS AND/OR LABORATORY INSTRUCTION SHALL FOLLOW THESE PROCEDURES:**

**PROCEDURES**

A student considering a complaint should always seek an explanation from the instructor. 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 from an Academic Division Office.
2. Complete the Student Complaint Form and submit it in person or electronically to the Academic Dean in the Academic Division for the course related to the complaint.
3. The Academic Dean, or designee, will contact the student within five business days of receiving the written complaint.

The Academic Dean 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 Academic Dean, 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 Vice President for Academic Affairs and must be submitted within 10 business days after receiving the College's written response. The Vice President for Academic Affairs, or designee, will act on the appeal and render a final decision in writing to the student.