

Procedure VI.6004.C.a, Student Complaints

Associated Policy

Policy VI.6004.C, Student Complaints

Procedures

Specific procedures exist for students related to reporting complaints. Complaints related to violations of the Code of Student Conduct (including harassment) should be reported to the Compliance & Judicial Affairs Office by submitting an Online Incident Report. Specific processes and definitions related to reporting Code of Student Conduct violations can be found on the College website and in the Student Handbook.

Complaints related to discrimination or discriminatory harassment should be reported to the Compliance & Judicial Affairs Office by submitting an Online Incident Report. Specific processes and definitions related to reporting these complaints can be found on the College website, in the Student Handbook, and in the College Catalog.

Complaints related to sexual misconduct should be reported to the Compliance & Judicial Affairs Office by submitting an Online Incident Report. Specific processes and definitions related to reporting these complaints can be found on the College website, in the Student Handbook, and in the College Catalog.

Complaints reported by students that involve employees should be reported to the Compliance & Judicial Affairs Office by submitting an Online Incident Report. The Compliance & Judicial Affairs office will investigate these reports in collaboration with Human Resources. Specific processes for reporting these complaints can be found on the college website, in the Student Handbook, and in the College Catalog.

Complaints related to grade appeals should be reported to the professor of record for the related course to commence the appeal process. Specific processes for reporting these complaints can be found on the college website, in the Student Handbook, and in the College Catalog.

Complaints related to financial aid appeals should be made at the Campus Financial Aid Services Office on a campus. Specific processes and requirements for filing these complaints can be found on the college website and in the College Catalog.

In the event of an emergency, students should contact the SJC Campus Police Department (281-476-9128) as soon as possible.

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Primary Owner of Policy Associated with the Procedure Deputy Chancellor & President

Secondary Owner of Policy Associated with the Procedure Associate Vice Chancellor, Student Services
