

Student Complaint Policy

Monroe County Community College values feedback from its students about its policies, programs and services in an effort to promote a successful learning environment. MCCC is dedicated to providing students with an avenue to express concerns and work with College officials toward a prompt and amicable resolution of all student complaints. The College is committed to facilitating a formal process by which students may lodge complaints in a nonthreatening manner, free from duress or retaliation.

In support of this policy, the College shall establish, publish and follow a formal procedure to address student complaints.

This policy does not apply to complaints that are covered by other applicable College policies, specifically:

- Complaints about sex discrimination, harassment and/or retaliation, and other forms of illegal discrimination are handled in accordance with Policy 1.65 and corresponding procedures.
- Complaints related to ADA/Section 504 accommodation process or related to the implementation of approved reasonable accommodations are handled in accordance with Procedure 1.65 (d).

This policy does not displace and is not intended to supersede other policies and procedures applicable to the handling of a student's complaint. For example, a complaint about a grade should still be handled via the academic grade appeal process.