

Student Complaints

Occasionally a student will encounter a problem on campus that he or she does not know how to resolve. When this happens, students should always try to work out the problem by first discussing it with those most involved with the issue.

Dealing with concerns in the most direct and honest fashion should always be the first step toward resolution. Most issues are settled and problems resolved when a student makes an appointment with a faculty or staff member and calmly and honestly communicates their frustration or concern.

If, however, an issue or problem is not resolved, there is a *formal* complaint process at MCCC that students may initiate. All *formal* complaints must be submitted in writing using the official MCCC Formal Student Complaint Form. These forms are available online and in the Vice President of Student and Information Services office.

This form should not be used for a request for decision making (i.e. request for grade change) or to appeal such a decision.

Note: The above process excludes issues related to sexual harassment, civil rights, Title IX, and disability concerns. These issues should be directed to the Director of Human Resources at (734) 384-4245.

Process and Guidelines

Complaints will be directed to the Vice President of Student and Information Services, through the submission of the Student Complaint Form. The complaint will be handled according to the appropriate steps listed below.

1. A discussion of the issues with the involved personnel
2. Implementation of an appropriate remedy
3. Inform those involved of the outcome within a reasonable period of time.

Process

Follow these steps if you wish to submit a complaint:

1. Fill out this form electronically.
2. The Vice President of Student and Information Services will consider the merit of the complaint and will take any action considered appropriate or necessary, or forward to the appropriate authority.
3. The appropriate authority will discuss the issue with necessary individuals.
4. The appropriate authority will inform those involved of the outcome within a reasonable period of time.
5. The response will be forwarded to the Vice President of Student and Information Services for entry into the official complaint log.

In all instances, a student filing a formal complaint is assured that no adverse action will be taken against the student for making the complaint.

The information you provide will be used in efforts to resolve your complaint and will be shared with the appropriate personnel. By submitting this complaint, you are giving Monroe County Community College permission to contact school officials and others involved to discuss a possible resolution to your complaint.

Note: The College reserves the right for the Vice President of Student and Information Services to suspend the normal judicial process under the following circumstances: cases where a student may present a threat of harm to self, others, property, or are disruptive to the teaching and learning process.

Submit your complaint by completing the Student Complaint Form and hit submit.