



## **Student Complaint Procedure**

### **1. Informal**

- a. Student encouraged to resolve his/her complaint with the faculty or staff member involved.
- b. This must be done within ten business days of the occurrence
- c. If the student is satisfied with the faculty member's decision, the matter is settled.

### **2. Formal**

#### **a. Level One**

- i. If the student is not satisfied, they may submit a Student Complaint/Grievance Form, within ten business days, to the appropriate division dean or lowest level administrator who has the authority to remedy the alleged problem. If the division dean is the faculty member involved, the complaint should be submitted to the Dean of Students. The complaint form must be hand delivered, electronically submitted by fax or e-mail, or sent by U.S. Mail.
- ii. The appropriate administrator shall investigate as necessary and hold a conference with the student within ten business days after receipt of the written complaint.
- iii. The administrator shall provide the student with a written response within ten business days following the conference.
- iv. If the student is satisfied with the response, the matter is settled.

#### **b. Level Two**

- i. If the student is not satisfied, the student may submit a Student Appeal Form to the Dean of Students within ten business days of the date of the written Level One response or, if no response was received, within ten business days of the Level One response deadline. The appeal must be hand delivered, electronically submitted by fax or e-mail, or sent by U.S. Mail.
- ii. The Level Two administrator shall hold a conference with the student within ten days after the appeal notice is filed. The conference shall be limited to the issues presented by the student at Level One and identified in the Level Two appeal notice.
- iii. The Level Two Administrator shall provide the student with a written response within ten business days following the conference.
- iv. If the student is satisfied with the response, the matter is settled.

#### **c. Level Three**

- i. If the student is not satisfied with the Level Two response, or if the time for a response has expired, the student may request a conference with the College President or designee to appeal the Level Two decision within ten business days of the Level Two response, or, if no response was received, within ten business days of the Level Two response deadline. The appeal must be hand delivered, electronically submitted via fax or e-mail, or sent by U.S. Mail.
- ii. The Level Three administrator shall hold a conference within ten days after the appeal notice is filed. The conference shall be limited to the issues presented by the student at Level One and identified in the Level Three appeal notice.
- iii. The Level Three administrator shall provide the student a written response within ten business days following the conference.
- iv. If the student is satisfied with the response, the matter is settled.

#### **d. Level Four**

- i. If the student is not satisfied, the student may submit a Student Appeal Form to the Texarkana College Board of Trustees within ten business days after the receipt of the written Level Three response, or, if no response was received, within ten business days of the Level Three response deadline.

- ii. The College President or designee shall inform the student of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.
- iii. The College District shall determine whether the complaint will be presented in open or closed meeting in accordance with the Texas Open Meetings Act and other applicable law.
- iv. In addition to any other record of the Board meeting required by law, the Board shall prepare a separate record of the Level Four presentation. The Level Four presentation, including the presentation by the student or the student's representative, any presentation from the administration, and questions from the Board with responses, shall be recorded by audio recording, video/audio recording, or court reporter.
- v. The Board shall then consider the complaint. It may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting.
- vi. If for any reason the Board fails to reach a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level Three.

If a student is not satisfied with the decision of the Texarkana College Board of Trustees, they may contact the Texas Higher Education Coordinating Board. Information on the Texas Higher Education Coordinating Board's policy can be found at the following URL: <http://www.theccb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98>

Texarkana College is a member of NC-SARA (National Council for State Authorization Reciprocity Agreements) which allows TC to offer distance education courses in other SARA states without having to obtain approval in each state. Students who may desire to file a complaint related to distance education should first work through TC's grievance procedures. If a resolution is not found, the student may contact the SARA portal agency of the institution's home state, found at State Authorization Reciprocity Agreement (SARA) – Texas Higher Education Coordinating Board, URL: <https://www.highered.texas.gov/our-work/supporting-our-institutions/institutional-resources/other-institutional-resources/state-authorization-reciprocity-agreement/>

If a student is not satisfied with the decision of the Texarkana College Board of Trustees regarding a discrimination, harassment, retaliation, sex, or sexual violence complaint, student may file a complaint with the U.S. Department of Education – Office for Civil rights. URL: <https://www2.ed.gov/about/offices/list/ocr/index.html>