

## COMMUNITY COLLEGE OF ALLEGHENY COUNTY

### **Student Academic Complaint Procedure**

The Student Academic Complaint Procedure is available to students who have concerns about academic matters such as, but not limited to, course requirements and grades. Appropriate due process shall apply at all times.

#### **INFORMAL STAGE**

The student should make every effort to resolve the complaint by discussing it with the faculty member involved within two weeks after discovering the concern. Most complaints concerning academic matters are settled at this stage.

If the complaint is not resolved between the student and the instructor, either party can request a meeting with the appropriate department head.

#### **FORMAL STAGE**

Complaints not resolved at the informal stage must be submitted in writing to the campus associate dean of Academic Affairs. The deadline for filing such a complaint is the middle of the following semester, coinciding with the last day for students to complete "I" grade work. In the written complaint, the student will describe his/her concerns, the events that led to those concerns, what the student seeks as a resolution and the justification for that resolution. The faculty member against whom the complaint has been filed will be given an opportunity to respond in writing.

Based upon the submitted complaint and other relevant material, the campus associate dean of Academic Affairs may make a decision on the matter or refer the complaint to a campus Academic Complaint Appeal Committee for a recommended resolution.

The Academic Complaint Appeal Committee will be convened within two weeks of the filed complaint and shall forward its written recommendation within 72 hours of the close of its deliberations to the campus associate dean of Academic Affairs who may accept, reject or modify the recommendation. The decision of the appropriate associate dean is forwarded to the student by certified mail.

The student has the right to appeal the decision of the campus associate dean of Academic Affairs within seven business days of receipt of the decision to the campus dean of Academic Affairs who will confer with the appropriate program dean. The decision of the dean of Academic Affairs is final.

#### **The Academic Complaint Appeals Committee will consist of nine members:**

- three administrators (director of Library and Learning Resources, director of Supportive Services, director or assistant director of Registration);
- three full-time teaching faculty; and
- three students.