

GUIDELINES FOR STUDENT COMPLAINTS – EXHIBIT A

St. Clair County Community College endeavors to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. The following guidelines have been established to provide students at the college with a process for resolving concerns related to academic and/or support services. When a concern arises that is covered by College Policy, including sexual harassment, sex discrimination or those arising under the Americans with Disabilities Act, the issue should be addressed in the Office of Human Resources. All others will be handled in the following manner.

INFORMAL RESOLUTION PROCESS

- The student will meet with the faculty or staff member involved to attempt to resolve the concern.
- If a satisfactory resolution has not been reached, the student has the option to consult with the following persons in the following order: 1) the appropriate academic lead; 2) the appropriate division administrator; 3) the Chief Academic Officer.

FORMAL RESOLUTION PROCESS

- If the issue has not been satisfactorily resolved with the academic lead or division administrator, the student has the option to meet with the Director of Behavioral Intervention and follow a FORMAL RESOLUTION PROCESS.
 - Academic Concerns including:
Quality of Instruction, Classroom Environment, and Other Matters Related to College Programs
Process: Faculty Member → Academic Lead → Division Administrator →
Chief Academic Officer
 - Student Services and Support including:
Quality and Availability of Services
Process: Staff Member → Unit Administrator/Coordinator/Director →
Vice President of Student Services
 - Grades Including:
Major Assignments and Final Course Grades
Process: Faculty Member → Academic Lead → Division Administrator →
Director of Behavioral Intervention
 - Allegations and Disciplinary Actions Including Student Code of Conduct Violations:
Process: Faculty/Staff Member → Academic Lead or Division Administrator →
Director of Behavioral Intervention
 - Concerns about Students or Other Concerns:
Process: Consult Director of Behavioral Intervention
 - Sexual or Harassment and/or Discrimination arising under the Americans with Disabilities Act:
Process: Contact Office of Human Resources

If an issue cannot be resolved within the College structure, students may file a complaint with the [Office of Attorney General](#) of the State of Michigan; Consumer Protection Division; P.O. Box 30213; Lansing, MI 48909-7713.

St. Clair County Community College is accredited by The Higher Learning Commission. [Click here](#) for instructions on how to file a complaint with the commission.

Distance education students wishing to file a formal complaint must first seek resolution through [SC4's Student Complaint Process](#). If a complaint cannot be resolved internally after exhausting the College's complaint procedures, distance education students who reside in SARA states (AL, AK, AZ, AR, CO, CT, DC, DE, FL, GA, HI, IA, ID, IL, IN, KS, KY, LA, MA, ME, MD, MI, MN, MO, MS, MT, NC, ND, NE, NH, NJ, NM, NV, NY, OH, OK, OR, PA, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, WY) may file a complaint with the [Michigan State Portal Entity](#) that has jurisdiction over Michigan SARA-approved institutions.

Students who do not reside in an SARA state, or if the SARA process has not helped solve the issue, may file a complaint with the [State Agency](#) in the student's state of residence.