

# STUDENT COMPLAINT PROCEDURE FOR NON-ACADEMIC STUDENT ISSUES WITHIN THE STUDENT AFFAIRS DEPARTMENT

## JEFFERSON COMMUNITY & TECHNICAL COLLEGE (DOWNTOWN, TECHNICAL, & CARROLLTON CAMPUSES)

If a student has a complaint about any of the Student Affairs Department policies or decisions made by staff or administrators they must follow the steps below.

**The departments that report to the Dean of Student Affairs, consists of:** Accessibility Resource Center (ARC), Admissions, Answer Center, College Nurse, Counseling, Dual Credit, Financial Aid, Records, and Student Support Services Program (SSSP).

You should not expect a complaint to always produce the outcome you would prefer. Provision of some services may be dependent on resources or policy decisions at the college or even federal government level.

1. The student should first try to resolve the issue informally with the employee assisting him/her.
2. Should an agreed upon resolution not be reached at this level, the student needs to complete the Student Complaint Form and attach any supporting documents. This form can be found in any Student Affairs Departments, on the web site, or through the Dean's Administrative Assistant.

Please send your completed Student Complaint Form,  
along with any supporting documentation to:

Kem Longino  
JEC Building, Room 204

3. The employee assigned to handle the complaint should give you a response within 10 business days or inform you of the progress being made in resolving your complaint and when you can expect to receive a response.
4. Should an agreed upon resolution not be reached at this level, the student will need to set up a meeting with the Dean of Student Affairs, Dr. Laura Naff. This meeting must be an in-person meeting and must be scheduled in advance, in order for Dr. Naff to have sufficient time to review the documentation. Dr. Naff will have five business days to respond to your complaint.
5. Should an agreed upon resolution not be reached at this level, the student will need to set up a meeting with the Provost, Dr. Diane Calhoun-French. This meeting must be an in-person meeting and must be scheduled in advance, in order for Dr. Calhoun-French to have sufficient time to review the documentation. Dr. Calhoun-French will have five business days to respond to your complaint.