

## 05.08 Student – Formal Complaints

Original Approval: **DATE**

Last Updated: **DATE**

Last Reviewed: **DATE**

### Policy / Purpose:

It is the policy of Wallace Community College - Selma (WCCS) to establish and follow a formal procedure for addressing student complaints.

### Scope:

This policy applies to all WCCS students.

### Definitions:

There are no definitions applicable to this policy.

### Details:

1. **Student Complaint:** The student has the right to submit a written Student Complaint. The student may first meet with the office responsible for the applicable policy to attempt to resolve the complaint. If a resolution cannot be achieved, the student should submit the completed **Complaint Form** online with documentation (police report, hospital records, doctor excuse, obituary, witness statements, etc.) to support any extenuating circumstances.
2. **Types of Student Complaints:** Complaints and/or Appeals may include but are not limited to the following:
  - *Academic Complaint and Grade Appeals*
  - *Admissions status*
  - *Financial Aid Awards or Loss of Aid*
  - *Traffic Citations and Fines*
  - *Fiscal Services Office, student refunds, returned checks*
  - *Student Code of Conduct Suspensions/Dismissals*
  - *Audit to Credit/Credit to Audit Registrations*
  - *ADA Accommodations*
  - *Title IX Accommodations*
  - *Discrimination*
  - *Harassment*
3. If a resolution cannot be achieved at the college level, the student can submit a complaint to the Alabama Community College System (ACCS).

### Procedure(s):

1. **Before submitting a Complaint Form, the student should contact the appropriate supervisor to discuss an informal resolution.**

#### **Financial Aid Awards or Loss of Aid**

- Director – Financial Aid  
[Annessa.Kidd@wccs.edu](mailto:Annessa.Kidd@wccs.edu)  
(334) 876-9286
- Chief Financial Officer  
[Jada.Harrison@wccs.edu](mailto:Jada.Harrison@wccs.edu)  
(334) 876-9242

#### **Student Refunds, Fiscal Services Office Procedures**

- Chief Financial Officer  
[Jada.Harrison@wccs.edu](mailto:Jada.Harrison@wccs.edu)  
(334) 876-9242

#### **Admissions & Records Procedures**

- Director - Admissions  
[Lonzy.Clifton@wccs.edu](mailto:Lonzy.Clifton@wccs.edu)  
(334) 876-9251
- Executive Dean - Students  
[Donitha.Griffin@wccs.edu](mailto:Donitha.Griffin@wccs.edu)  
(334) 876-9302

#### **Academic Complaints and Grade Appeals**

- Dean - Instruction  
[Tammie.Briggs@wccs.edu](mailto:Tammie.Briggs@wccs.edu)  
(334) 876-9236

#### **Student Conduct, Title IX Complaints, Harassment, and Discrimination**

- Executive Dean - Students  
[Donitha.Griffin@wccs.edu](mailto:Donitha.Griffin@wccs.edu)  
(334) 876-9302

#### **Americans with Disability Act Complaints and Appeals**

- ADA Specialist  
[Angela.Jones@wccs.edu](mailto:Angela.Jones@wccs.edu)  
(334) 876-9297
- Executive Dean - Students  
[Donitha.Griffin@wccs.edu](mailto:Donitha.Griffin@wccs.edu)  
(334) 876-9302

#### **College Police Complaints**

- Campus Police Chief  
[Marquez.James@wccs.edu](mailto:Marquez.James@wccs.edu)  
(334) 876-9248

2. In the event the matter is not resolved in the conference with the director or designee, the student can initiate a formal student complaint. The complaint or appeal will be submitted to the Student Appeals Committee for review.

- Complete the **Complaint Form**.
- This complaint will be reviewed by the Student Appeals Sub-Committee. This committee is comprised of program directors, campus directors, faculty, staff, and

- students. Committee members and the committee chairperson will be appointed each year by the President or designee.
- c. The Student Appeals Committee will render a decision within fourteen (14) business days to the students' college email address.
  - d. All decisions are subject to review by the President of the College.
3. **A student must exhaust their rights under the institution's official complaint/grievance policy before advancing any complaint to the Alabama Community College System (ACCS) office. Students may file consumer/student complaints with the Alabama Community College System (ACCS) by following these procedures:**
- a. If, after exhausting all available institutional processes, a student's complaint remains unresolved, the student may appeal to ACCS using the System's official Complaint Form. Students may submit completed complaint forms by printing the form, signing it, and then either (1) scanning it and emailing it to [complaints@accs.edu](mailto:complaints@accs.edu) or (2) mailing it to:  
Alabama Community College System  
Attention: Division of Academic and Student Affairs  
P.O. Box 302130  
Montgomery, AL 36130-2130
  - b. The Division of Student Success will investigate the complaint.
  - c. The institution which is the subject of complaint has fifteen (15) days to provide a written response to questions and/or concerns raised during the investigation. Such response may or may not contain a resolution.
  - d. The Division of Student Success will adjudicate the matter within thirty (30) business days of receipt of complaint and write a report or letter to the institution and student detailing corrective action, if any is necessary, or stating that the school has no violation of policies.
  - e. If corrective action is needed the institution will have thirty (30) days to comply or develop a plan to comply with the corrective action.
  - f. The System Office will monitor the institution's compliance to ensure the completion of any required corrective action.
  - g. The decision made by ACCS is final and cannot be appealed.

#### **Additional Provisions / Information:**

Refer to <https://www.accs.edu/student-complaints/>.

*NOTE: Some academic programs (for example, Nursing) may require additional or more stringent requirements. Refer to the applicable Program Handbook for additional information.*