

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT COMPLAINTS

FLD  
(LOCAL)

COMPLAINTS

In this policy, the terms “complaint” and “grievance” shall have the same meaning. The student (grievant) making the complaint must be personally affected by the action. This policy shall apply to all student complaints, except as provided below.

EXCEPTIONS

This policy shall not apply to:

1. Complaints alleging sexual misconduct, sexual violence, or discrimination or harassment based on race, color, sexgender, national origin, disability, veteran status, age, or religion or any other legally protected classification. [See FDE]
2. Complaints concerning retaliation relating to discrimination and harassment. [See FDE]
3. Complaints concerning disciplinary decisions. [See FLB; FM; FMA]
4. Complaints concerning a commissioned peace officer who is an employee of the College District. [See DGBA; CHA]
5. Appeals of Academic Suspension for Grade Point Average Below Required [See Collin College Student Handbook]
6. Appeals regarding Academic Grades [See FLDB]
7. Appeals regarding Financial Aid [See Collin College Catalog and Student Handbook]

INFORMAL

A grievant is encouraged to initially resolve the issue at an informal level by discussing the concern with the individual (student, faculty member, staff member, or administrator) identified by the grievant as causing or contributing to the grievance with his or her supervisor. If the grievant is unable to resolve the concern at the informal level, then he or she may proceed to the formal level.

If it is determined that a student’s formal complaint does not involve an alleged violation of College policy or state or federal law and may be adequately addressed without a formal hearing, the complaint may be referred to the appropriate dean, supervisor, or other College District representative for expedited informal resolution. The grievant will be provided an opportunity to submit any and all information relevant to the complaint to the designated College District representative. A formal hearing or meeting will not be held unless requested by the designated College District representative. The designated College District representative will issue a decision regarding the complaint in writing within 15 days from the date the complaint was filed. The written decision may be issued in an informal e-mail or letter to the grievant. The decision shall reject the

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT COMPLAINTS

FLD  
(LOCAL)

grievance or grant the grievance and make recommendation(s) to resolve the issue(s). The decision is final and may not be appealed.

FORMAL

The grievant shall file, no later than 20 academic calendar days from the time the student knew or should have known of the alleged incident or events giving rise to the incident, a written statement identifying the actions being complained of and describing the remedy he or she is seeking. This written complaint shall be filed with the office of the dean of student development through the on-line complaint system, located at: <http://www.collin.edu/hr/studentcomplaints/index.html> on the Student Resources webpages. The matter shall be closed if the complaint is not substantiated. The grievant shall be notified of the reasons for closure.

The dean of student developments or designee shall hear the grievance, within the established rules, which shall be provided by the dean of student developments or designee upon request. A hearing shall be held, which shall give the grievant and College District personnel who are named in the grievance an opportunity to explain what they know about the issues surrounding the grievance and to review any related information or materials. The dean of student developments or designee may choose to hear the information in separate/individual hearings.

The student is responsible for presenting his or her own case.

Considering the oral and written statements and comments, the dean of student developments or designee shall issue a decision within ten academic calendar days of the close of the hearing. The decision shall reject the grievance or grant the grievance and make recommendation(s) to resolve the issue(s). Copies of the decision shall be served to the grievant and the respondent either personally or by certified mail.

The decision of the dean of student developments or designee shall be final unless a written request for review is filed with the vice president ~~for of~~ student development by either party within three academic calendar days of notification of the decision. Upon receipt of a request for review, the vice president ~~for of~~ student development shall review the record and issue a written decision within ten academic calendar days.

The decision of the vice president ~~for of~~ student development is final and may not be appealed.