

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT COMPLAINTS

FLD
(LOCAL)

REWRITE

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 s~~Student complaints that are unable to be resolved informally shall be resolved through the appropriate College District policy, except as provided below:

EXCEPTIONS

~~This policy shall not apply to:~~

- ~~1. Complaints alleging discrimination, or harassment, and retaliation based on race, color, gender, national origin, religion, or disability, or religion targeting students. -[FDE is no longer viable]~~See FFDB (LOCAL)]
- ~~2. Complaints concerning sex discrimination, sexual harassment, sexual assault, and retaliation. -[See FFDA (LOCAL)]~~
- ~~3. Complaints alleging a violation of the Student Code of Conduct. [See FM (LOCAL), FMA (LOCAL), and the current Student Code of Conduct]~~
- ~~2.4. Complaints concerning student disciplinary decisions. [See FMA (LOCAL) and the current Student Code of Conduct]~~
- ~~3. Complaints concerning retaliation relating to discrimination and harassment. [FDE is no longer viable; See FFDA (LOCAL)]~~
- ~~4.5. Complaints concerning an employee of Collin College who is not a commissioned peace officer. [See DGBA (LOCAL)]~~
- ~~6. Complaints concerning a commissioned peace officer who is an employee of the College District. [See CHA (LEGAL), CHA (LOCAL), and DGBA (LOCAL)]~~
- ~~7. Appeals of academic suspension for grade point average below required 2.0. [See the Maximizing Academic Progress Program (MAPP) section in the current student handbook]~~
- ~~8. Appeals regarding financial aid. [See the Failure to Meet the Standards of Academic Progress – GPA and Percent Completion section of the current student handbook]~~
- ~~5.9. Appeals regarding academic grades. [See FLDB (LOCAL) and/or the Freedom from Capricious Grading section in the current 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~~

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~~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.~~

~~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 students. The matter shall be closed if the complaint is not substantiated. The grievant shall be notified of the reasons for closure.~~

~~The dean of students or designee shall hear the grievance, within the established rules, which shall be provided by the dean of students 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 students 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 students 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 students or designee shall be final unless a written request for review is filed with the vice president for 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 student development shall review the record and issue a written decision within ten academic calendar days.~~

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