

COLLIN COLLEGE
STUDENT GENERAL COMPLAINTS – PURSUANT TO FLD (LOCAL)

1. General student complaints are received through the online student complaint database, and are complaints that do not have specific complaint procedures in place.
2. The District Dean of Students (DOS) officer or designee will review the complaint and meet with the complainant and the respondent (generally separately) to discuss the complaint.
3. The District Dean of Students (DOS) officer or designee will provide the complainant and respondent with his/her written decision regarding the matter (personally or by certified U.S. Mail) within ten (10) business days from the date of the meeting with the complainant or respondent, whichever is later.
4. If the complainant is not satisfied with the response, he or she may file a written request for review by the Vice President for Student and Enrollment Services. Such request must be filed with the Vice President for Student and Enrollment Services within three (3) academic calendar days of the date of notification of the decision.
5. The Vice President for Student and Enrollment Services will review the record and issue a written decision within ten (10) academic calendar days of the date the request for review was filed. The decision of the Vice President for Student and Enrollment Services is final and may not be appealed.