

5.4.17 Student Grievance/Complaint Procedure

Any student who has a grievance or complaint regarding a college program, a service of the college, an employee of the college, or any other individual or aspect of the college should take the following steps:

1. Discuss the problem with the faculty member, staff member, or administrator involved since direct communication between the two parties involved will usually resolve the problem.
2. If the student is not satisfied with the resolution after following Step #1, he/she may then contact the supervisor or administrator directly responsible for the personnel in #1.
3. If the student wishes to appeal the decision of the supervisor or administrator, he/she may then contact the supervisor or administrator directly responsible for the personnel in #2.

Once the student has met with the appropriate administrator, his/ her remaining recourse to resolve the issue is to initiate the Appeals Procedure below.

Appeals Procedure*:

1. If the student wishes to appeal the decision, he/she must submit a written appeal to the appropriate administrator within three (3) school days of the decision.
2. The student's appeal will be heard by an Appeals Committee comprised of three (3) HCC employees (administrators, professional staff and/or instructors).
3. If the student is not satisfied with the decision of the Appeals Committee, he/she may then appeal to the President. To initiate the process, the student must notify the President via email of his/her desire to appeal within three (3) school days of the Appeals Committee's decision.

*Please note the following:

- Any student who fails to submit a written appeal by the appointed date forfeits any further consideration for appeal.
- The student may be suspended from activities during the appeals process.
- Any student who fails to contact the President by the appointed date of his/her desire to appeal forfeits any further consideration for appeal.
- The President's decision will be final.