

02.10 COMPLAINTS

Your success is important to the LCC. The LCC wants to respond to your needs and welcomes your suggestions. Your suggestions are valued and will be given serious consideration. If you have a suggestion, you should share it with you teachers and/or with a student counselor.

Sometimes, you may have larger concerns and want to make a complaint. If you wish to make a complaint, you may speak informally with teachers and/or with a student counselor. If you are unable to resolve your complaint informally, formal procedures are in place to address your concerns. Please speak with a student counselor or the associate director for further information.

Filing a Complaint

Step One – Make an informal complaint

- Talk with your teachers.
- Talk with a student counselor (Room 118 or 120 Roy Cullen).

If your problem is still unresolved:

Step Two – File a formal complaint

- Talk with a student counselor or the Associate Director (Room 116 C).
- Fill out a Formal Statement of Complaint - Student Form (See section 06.05 for the complete complaint process and complaint form).

Important note: If your formal complaint is about another person, for example, your teacher or another student, please be aware that the person you name in your formal complaint has the right to see the complaint and to respond to it.