

02.11 Complaints

Students have the right to voice their concerns about policies, procedures, conditions, or any other issues that have a negative effect on their studies, learning environment, or ability to function effectively within the academic community.

What are the two common types of student concerns?

- Concerns regarding promotional or informational materials about the LCC program
- Concerns about a teacher, a classmate, a classroom situation, a program procedure, or a program personnel

How do I file a complaint?

First, you may make an informal complaint. If you are unable to resolve your complaint informally, you may file a formal complaint.

What are the steps for making an informal complaint?

- You may be counseled to talk with your teachers. They may be able to help you solve the concern or may advise you to make an appointment with an LCC Counseling Team member. In some cases, you may wish to talk with a Counseling Team member without consulting a teacher.
- You may be counseled to talk with a Counseling Team member. A Counseling Team member may be able to help you resolve the concern through informal channels. All parties involved may be called into the counseling office for consultation. If the problem cannot be solved in this manner, you may be referred to the Associate Director or could be advised of the right to file a formal complaint.
- You may be counseled to talk with the Associate Director. The Associate Director may be able to help you resolve the concern through informal channels. All parties involved may be called into the Associate Director's office for consultation. If the concern cannot be solved in this manner, you will be advised of the right to file a formal complaint.

What are the steps for filing a formal complaint?


- You must follow the informal complaint process described first before filing a formal complaint.
- You complete and sign a *Formal Statement of Complaint*. This form is in the *LCC Student Handbook*, section 05.03 and is accessible to all students online. If your formal complaint is about another person, for example, your teacher or another student, please be advised that the person you name has the right to see the complaint and respond to it.
- The *Formal Statement of Complaint* is received by the Associate Director. The Associate Director will meet with the Director and the Program Director of Counseling and Student Services to discuss the issues and the possible resolution of your concern.
- The Associate Director meets with you and advises you of the steps being taken to resolve the concern.
- The *Formal Statement of Complaint* and its resolution are filed in the Director's office. Upon successful resolution of the complaint, the file becomes a matter of record.

Contact

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