In order to provide the highest level of service to the student, CCCC adopts the following procedure for addressing any complaint or dispute related to academic matters. Students who wish to appeal any academic dispute arising from an academic endeavor must follow this procedure. Failure to comply with these procedures shall be grounds for dismissal of any complaint or dispute and dismissal of the complaint shall be final.

**Step 1:** The student shall, within ten (10) business days following the academic dispute (i.e. issuance of the grade, charge of academic dishonesty, questioning classroom policy, procedures, assignments, or any related areas) provide written notification of any objection or complaint to the instructor and confer face-to-face or electronically with the instructor to resolve the matter. Both student and instructor shall make a good faith effort in settling any dispute at this level. The instructor shall, within five (5) business days following the conference with the student, advise the student in writing of the decision regarding the academic dispute.

**Step 2:** If the student is not satisfied with the results of the conference, the student must present a written summary of the objection or complaint to the appropriate Division Dean, or his/her designee, within five (5) working days following completion of Step 1. The summary must contain, but is not limited to, the following:

A. A written description of all factual allegations. This must include the date, time, location, and substance of any disputed action.

B. A written description of all efforts made by the student to resolve the matter with the individual instructor.

C. A written description of all relief sought by the student.

D. A list of all witnesses including the name, address, telephone number and description of any testimony or other evidence relevant to the witness.

E. A list of all evidence of any nature the student relies upon and which the student believes is relevant to the issues.

The student must also meet with the Division Dean, or his/her designee, for the purposes of seeking a resolution to the dispute. All parties must make a good faith effort at resolution, and no complaint or dispute may proceed to the next step unless such attempt at resolution is made.
The Division Dean, or his/her designee, shall evaluate the complaint or dispute to insure that it meets the standards set forth in this policy; and if resolution is reached, the Division Dean shall prepare a formal letter within five (5) business days addressed to the student and to the faculty member identifying the resolution of the complaint.

If the Division Dean, or his/her designee, is unable to reach a solution with the student, then the Division Dean, or his/her designee, will prepare an initial report of actions to be submitted under Step 3. The report of actions shall include a brief description of the actions by both student and the Division Dean, or his/her designee, toward a resolution of the complaint or dispute. The report shall also include a recommendation from the Division Dean, or his/her designee, as to disposition of the complaint or dispute. The report shall be forwarded to the Vice-President for Academic Affairs within five (5) business days of the student conference.

Step 3: The student shall supply a copy of the complaint or dispute, along with all attachments or supporting material, to the Vice-President for Academic Affairs or his/her designee, within five (5) business days of the completion of Step 2.

The student shall make themselves available to the Vice-President for Academic Affairs, or his/her designee, for informal discussions on the topic of resolution of the complaint or dispute.

Should the Vice-President for Academic Affairs, or his/her designee, deem it appropriate, a formal hearing on the complaint or dispute may be set within five (5) business days. Such hearing shall be held before an ad hoc committee composed of the Division Dean, two faculty members from the Division, the Vice President for Academic Affairs, and one faculty member from another division. The members of the committee shall be appointed by the Vice-President for Academic Affairs. Said committee shall serve in an advisory role only, and shall report directly to the Vice-President for Academic Affairs, or his/her designee.

The Vice-President for Academic Affairs retains the discretionary authority to take action on the complaint or dispute based on the written reports submitted.

Step 4: Should the matter not be resolved, the student must submit a copy of the complaint or dispute, along with all attachments or supporting material, to the Office of the President within five (5) business days of completion of Step 3.
The student must also submit a written notice of appeal from the decision of the Vice-President for Academic Affairs, and such notice must contain a concise statement of all issues remaining in dispute. The President retains discretionary authority to take action on the complaint or dispute based on the written reports submitted. The President may also take other action as deemed necessary.

**Step 5:** Issues not resolved in the above process must be presented, in writing, to the Board of Trustees. The student must submit a copy of the complaint or dispute, along with all attachments or supporting material, a copy of all findings at all levels of the process, and a statement of remaining issues within five (5) business days of the completion of Step 4.

**Step 6:** Use of this complaint procedure is not a prerequisite to the pursuit of other remedies. In addition to utilizing the college’s complaint process, the following outlets exist for seeking redress of grievances.

- Complaints regarding State Authorization Reciprocity Agreement (SARA) courses delivered by SARA member community colleges may be filed by students enrolled in these courses with the Kansas Board of Regents office.
- Kansas Community Colleges are regionally accredited by the North Central Association of the Higher Learning Commission on Colleges and Universities (NCAHLC). Complaints regarding an institution’s ongoing ability to meet the Criteria of Accreditation may be filed by following the guidelines at https://www.hlcommission.org/HLC-Institutions/complaints.html.