
TOPIC:

Student Complaint Procedure

A complaint exists when an enrolled student is dissatisfied with an aspect of their college experience on which remedial action is desired. If a student feels unfairly treated or has a complaint, the student shall first discuss the situation with the party involved. It may be a case of misunderstanding that can be resolved through discussion.

- Step 1 The student shall, within one academic day, make an appointment with the instructor about whose decision the student is concerned. If the issue is not resolved,

- Step 2 The student shall, within two academic days, make an appointment and discuss the matter with the Huddle Coach. If the issue is not resolved,

- Step 3 A meeting among the instructor involved, the student and the Nursing Administrator shall be arranged within 3 academic days. Both parties involved shall be present at the meeting and the student may choose to bring a student peer. Findings and conclusions shall be disseminated to involved parties.

- Step 4 If the student is still dissatisfied with the resolution of the problem, the policy of the parent institution as outlined in the [policy D19](#) is deemed to be in effect.

If unresolved within the Nursing Program, then the Disciplinary Process (Student Code of Conduct) or Academic Due Process Policy as outlined in the Cloud County Community College Student Handbook will be followed.