

DES MOINES AREA COMMUNITY COLLEGE
EDUCATIONAL SERVICES PROCEDURES

Subject: STUDENT RIGHTS, APPEALS AND FERPA
 Procedure: Student Complaints Concerning Faculty/Staff Actions
 Effective Date: April 1, 2014
 Procedure Number: ES 4640

I. Institutional Regulations

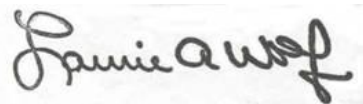
The Board of Directors of DMACC confers upon the staff the power to invoke sanctions and promulgate rules to protect the educational processes and the rights of individual students and staff.

- A. Students may file a General Complaint if they feel they have been mistreated by a staff member, if departmental policies and procedures are unclearly written or inconsistently applied, or if a student has extenuating circumstances that may directly affect the educational process. A General Complaint cannot be filed regarding final grades, academic misconduct, discrimination, or sexual harassment (see Appeal of Final Grades Procedure ES 4660 or Academic Misconduct ES 4670).
- B. If the complaint about the faculty or other staff member is one of discrimination, including harassment, based on race, color, national origin, creed, religion, sex (including pregnancy and marital status), sexual orientation, gender identity, age, disability, and genetic information, the student should contact a campus Advisor or Counselor, the campus Dean/Provost's Office, or the Judicial Officer, regarding the Discrimination Complaint Procedures for Students ES 4645. Veteran status in educational program, activities, employment practices, or admission procedures is also included to the extent covered by law.

II. Procedure

- A. Student complaints concerning actions of faculty/staff members are pursued first through informal mechanisms.
 1. The student should first attempt to resolve the issue with the faculty/staff member involved.
 2. If this contact does not result in a satisfactory outcome, the student should follow the established chain of command (e.g., director, dean, or provost) within the appropriate department of the college.
 3. Students who have concerns with individual faculty/staff members are required to contact an Advisor or Counselor on their respective campus for suggestions, support, and procedures for dealing with complaints against the faculty/staff person. An Advisor or Counselor's signature is required on the General Complaint Form (ES 4640).
- B. General Complaint Procedure
 1. A General Complaint will be limited to concerns about classroom management, classroom procedures, departmental policies, or college policies.
 2. To initiate a complaint, the student must complete the General Complaint Form.
 3. Students are to work with an Advisor or Counselor in working through the complaint process. The Advisor or Counselor has the responsibility of assuring that the students' rights and complaint procedures are understood by the student. This form must be submitted to the faculty/staff member within 21 (twenty-one) calendar days of the event.
 4. The faculty/staff member to whom the general complaint has been directed has seven (7) calendar days to respond to the complaint. The faculty/staff member must respond in writing at Step One of the General Complaint Form. The **original copy** of the complaint form will be returned to the student.
 5. If the complaint cannot be resolved at Step One, the student must submit the Original General Complaint Form that includes the Step One signature within seven (7) calendar days to the next appropriate supervisor. The supervisor, dean or provost will discuss the complaint with the student and faculty/staff member within seven (7) calendar days following receipt of the written complaint, and a written response will be made to the student and faculty/staff member by completing the information on Step Two of the General Complaint Form within seven (7) calendar days of the date of the decision. The **original copy** of the complaint form will be returned to the student.
 6. If the complaint cannot be resolved at Step Two, the student may proceed to Step Three which is the final step by submitting the complaint to the **appropriate** Vice President. The Vice President will discuss the complaint with the student and faculty/staff member within seven (7) calendar days following receipt of a written complaint, and a written response will be made to the student and faculty/staff member by completing the information on Step Three of the General Complaint Form within seven (7) calendar days of the date of the decision. The original copy of the complaint form will be returned to the student, and the final form will be sent back to the Step Two decision-maker. This concludes the appeal procedure. This is the final level of the appeal process.
 7. Time Limits. If any time limits are not met by the college personnel, the complaint automatically goes to the next higher level. If time limits are not met by the student, the complaint is cancelled.

8. Records of Complaints. All records connected with a student General Complaint will be maintained by college personnel in a separate file at the "step" where resolution of the complaint was accomplished and a complete copy forwarded to the office of the Executive Dean of Student Services. This will not become part of the student's academic record.



Approved:

Executive Dean, Student Services

Date: 4-9-14



Senior Vice President, Academic Affairs

Date: 4-9-14



GENERAL COMPLAINT FORM
Use this form to file a general complaint
Student Complaints Concerning Faculty/Staff Actions - ES 4640

Student's Name _____ Student ID # _____

Program of Study _____ Phone Number _____

Date of event giving rise to complaint: _____ Campus/Location _____

Name of Faculty/Staff involved in event giving rise to complaint: _____

Nature of problem giving rise to complaint: _____

How were policy(ies) or procedure(s) not followed: _____

Action/Solution requested: _____

Signature of Student _____ Date Submitted _____

Signature of Advisor or Counselor _____ Date Submitted _____

STEP ONE

Signature of _____ Date Received _____
Faculty/Staff

Response _____

Signature of _____ Resolved () Not Resolved ()
Faculty/Staff Date Submitted _____

(This form must be returned to the student. A photocopy is needed to continue to next step. Retain a photocopy for your records.)

STEP TWO

Signature of _____ Date Received _____
Dean/Provost

Reason for Decision _____

Signature of _____ Resolved () Not Resolved ()
Dean/Provost
Date Submitted _____

(This form must be returned to the student. A photocopy is needed to continue to next step. Retain a photocopy for your records.)

STEP THREE

Signature of _____ Date Received _____
Vice President

Reason for Decision _____

Final Action _____

Signature of _____ Request Granted () Request Denied ()
Vice President
Date Submitted _____

(This form must be returned to the student. Retain a photocopy for your records.)