

Maysville Community and Technical College Student Complaint Procedure

MCTC is committed to providing a quality educational experience fully supported by a range of academic and student support services and facilities. The complaint procedure is designed to assist students who have a non-academic complaint in regard to the application of College rules, policies, procedures and regulations. If possible, a complaint should be resolved without initiating the formal process.

If a student believes he/she has a legitimate complaint, the following steps toward resolution should be followed:

Informal Process: Attempt to resolve the complaint at the department level is as follows:

1. Seek to resolve the issue with the party involved.
2. If a resolution cannot be reached, the next step is to contact the party's supervisor within ten (10) calendar days after speaking to the individual involved.
3. If the student is not satisfied after speaking with the supervisor, they should contact the Chief Officer of Enrollment and Student Services to initiate the formal student complaint process.

Formal Process: Complaint filed with the Chief Student Affairs Officer.

1. If after the above informal process and resolution has not been reached, the student should file a formal written complaint. This should occur no later than ten (10) calendar days after speaking with the department supervisor. To initiate the formal process, complete the attached written complaint form and file it with the Chief Student Affairs Officer.

**Maysville Community and Technical College
Formal Student Complaint Form**

This form is designed for use with the formal stage of the Maysville Community and Technical College Student Complaints Procedure. Please ensure that you have thoroughly read and understood the procedure before completing this form. The completed form must be submitted to the Chief Student Affairs Officer, located on the Maysville Campus.

Part I—Student Information

Name _____ Student ID Number _____

Address _____

Phone Number _____ Email _____

Part II—Details of Complaint (Please describe reason for complaint and attach any documentation that supports the complaint).

Part III—Resolution sought regarding Complaint

Part IV—Complaint Process

Before a complaint can be raised formally, it must have been raised informally with the following:

- Initial Party involved regarding the complaint
- Supervisor of Party involved

Please indicate below with whom the complaint has been raised:

1. Name: _____
Title/Department: _____
Date Raised: _____
Outcome: _____

2. Name: _____
Title/Department: _____
Date Raised: _____
Outcome: _____

3. Name: _____
Title/Department: _____
Date Raised: _____
Outcome: _____

Signature of Complainant: _____ Date: _____

For Office Use Only

Date Complaint Received: _____
Acknowledgement Response Sent: _____

Referred to the President

Date Complaint Received by the President's Office: _____

Resolution:

President Signature: _____

Date: _____