

## STUDENT COMPLAINTS PROCEDURE

### Academics

For issues with faculty, grades, etc.:

Please refer to the procedure outlined in the Code of Student Conduct, Article II, Section 2.4 Student Appeals and Responsibilities

[http://maysville.kctcs.edu/~media/Maysville/Current\\_Students/Student%20Complaint%20Process%20Forms/CodeofStudentConduct.ashx](http://maysville.kctcs.edu/~media/Maysville/Current_Students/Student%20Complaint%20Process%20Forms/CodeofStudentConduct.ashx)

### Services

For issues with Customer Services:

Maysville Community and Technical College is committed to providing a quality educational experience fully supported by a range of academic and administrative services and facilities. The College recognizes the need for students to be able to express dissatisfaction if they feel the need to do so.

### Resolution Process

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

#### Procedure

Informal Process – Attempt to resolve the complaint at the department/unit service level.

1. Seek to resolve the complaint at the department/service unit level.
2. If the student is not satisfied at this level, he/she should contact the supervisor of the department/service unit level.

Formal Process – Formal written complaint filed with the associate dean or dean, chief officer or campus director.

1. If the issue cannot be resolved with the supervisor at the department/service unit level; the student has the right to file a formal written complaint with the associate dean or dean, chief officer or campus director.
2. If the student is not satisfied with the associate dean or dean, chief officer or campus director resolution, the student has the right to ask the President/CEO to review and resolve the formal student complaint.

Print and fill out the form below  
Formal Complaint Form

**Maysville Community and Technical College**

**FORMAL WRITTEN COMPLAINT FORM**

This form is designed to file a formal written complaint with an associate dean, dean, chief officer, or campus director.

Part I – Student Information

Name \_\_\_\_\_ Student ID Number \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Area Code and Phone Number ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

Part II – Details of Complaint

(Please describe the reason for complaint)

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Part III – Satisfaction sought regarding Complaint

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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 department/unit service level

Please indicate below with whom the complaint has been raised:

**INITIAL PARTY:**

Name: \_\_\_\_\_

Title or Department: \_\_\_\_\_

Date Raised: \_\_\_\_\_

**SUPERVISOR:**

Name: \_\_\_\_\_

Title or Department: \_\_\_\_\_

Date Raised: \_\_\_\_\_

**ASSOCIATE DEAN, DEAN, CHIEF OFFICER, AND CAMPUS DIRECTOR:**

Name: \_\_\_\_\_

Title or Department: \_\_\_\_\_

Date Raised: \_\_\_\_\_

What was the outcome: (Please describe why you are dissatisfied.)

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Signature of Complainant: \_\_\_\_\_ Date \_\_\_\_\_

FOR OFFICE USE ONLY

Date Complaint Received: \_\_\_\_\_

Acknowledgement Response Sent: \_\_\_\_\_

**Referred to the President/CEO**

Resolution:

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President/CEO Signature \_\_\_\_\_

Date: \_\_\_\_\_