

Policy Statement

A student may file a complaint related to an administrative process. An administrative process complaint is a grievance resulting from an incident or event at Terra State Community College related to a Board of Trustees policy, an administrative procedure, or an administrative regulation.

Policy Details

A student considering a complaint should always seek an explanation of the policy, procedure, or regulation from a College official. After being provided with an explanation, the student should seek a resolution to the matter. If the matter is not resolved informally, the student may proceed with a formal complaint using the following procedure:

1. Obtain a Student Complaint Form available at the office of the Dean of Student Success, located in B105, or visit [Student Complaint Form](#)
2. Complete the Student Complaint Form and submit it in person or electronically to the Dean of Student Success.
3. The Dean of Student Success, or designee, will contact the student within five business days of receiving the written complaint.

The Dean of Student Success or designee may indicate the need for an interview with the student or witnesses and may identify additional time needed for an investigation of the matter. A response to the complaint by the College will be provided in writing by the Dean of Student Success, or designee.

If the student is not satisfied with the College's written response to the complaint, the student may compose a letter of appeal describing the initial complaint and explaining the reason for his/her dissatisfaction with the College's written response. This letter should be addressed to the President and must be submitted within 10 business days after receiving the College's written response. The President, or designee, will act on the appeal and render a final decision in writing to the student.

Non-Retaliation: Terra State Community College strictly adheres to and enforces a non-retaliation clause. Retaliation against an individual who has complained about sexual discrimination, harassment, and/or misconduct and retaliation against individuals for cooperating with an investigation of a sexual discrimination and/or harassment complaint is unlawful and will not be tolerated by the College. Any person who violates this policy will be subject to discipline, up to and including termination if they are an employee, and/or dismissal if they are a student.

Procedures

1. A student complaint form is submitted to the Dean of Student Success.
2. The complaint is reviewed.
3. Within five (5) business days the complaint will be answered either by
 - a. A written response to the complaint.
 - b. A request for further information.
4. The student has ten (10) business days to appeal the resolution to the President.
 - a. The appeal will be answered in writing by the Senior Vice President of Innovation and Strategic Planning.

- b. This answer is a final decision and will have no further appeals.
5. The complaint, and resolution will be archived in the student’s electronic record.

Resources

Resources

Student Complaint Form

- Office of the Dean of Student Success (B105)
- https://www.terra.edu/about_us/institutional_policies/complaint_policies.php

Documentation

Definitions

Term Definition

Approval History

<i>Date</i>	<i>Policy/Procedure or Entire Document</i>	<i>Notes (Types of Actions)</i>	<i>**Approved by</i>
1/23/2008	Issued		
10/27/2008	Revised		
12/19/2019	Revised		
1/6/2020	Edit		
4/12/2023	Policy/Procedure	Transferred to new template, updated link in resources	William Taylor, VPAA
2/02/2026	Entire document	Reviewed policy and checked links, no changes	Dr. Doug Mead, VPAA

**Full name of CASA Committee Chair, signatory, or designee

Effective Date: 1/23/2008

Next Review Date: 1/31/2029