

# INSTRUCTIONAL STUDENT COMPLAINT POLICY

*Division: Academic Affairs*

## *Policy Statement*

A student may file a complaint related to instruction. An instructional complaint is a grievance resulting from an incident or event at Terra State Community College related to lecture, laboratory, clinical, or similar class.

## *Policy Details*

A student considering a complaint should always seek an explanation from the instructor. 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 from an Academic Division Office in Building A, Room 202 or Building E, Room 107, or visit [Instructional Student Complaint Form](#).
2. Complete the Student Complaint Form and submit it in person or electronically to the Academic Dean in the Academic Division for the course related to the complaint.
3. The Academic Dean, or designee, will contact the student within five business days of receiving the written complaint.

The Academic Dean 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 Academic Dean, 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 the dissatisfaction with the College's written response. This letter should be addressed to the Vice President for Academic Affairs and must be submitted within 10 business days after receiving the College's written response. The Vice President for Academic Affairs, 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 appropriate Academic Dean.
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 VPAA.
  - a. The appeal will be answered in writing by the VPAA or VPAA's designee.

- 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**

Student Complaint Form

[https://www.terra.edu/about\\_us/institutional\\_policies/instructional\\_student\\_complaint\\_form.pdf](https://www.terra.edu/about_us/institutional_policies/instructional_student_complaint_form.pdf)

Documentation

Definitions

**Term Definition**



**Approval History**

<i>Date</i>	Policy/Procedure or Entire Document	Notes (Types of Actions)	**Approved by
1/23/2008	Issued		
10/27/2008	Revised		
9/18/2015	Revised		
12/19/19	Revised		
1/6/2020	Edit		
4/12/2023	Policy/Procedure	Transferred to new policy template, corrected link to student complaint form	William Taylor, VPAA
2/02/2026	Entire Document	Reviewed policy, checked links – no changes made	Dr. Doug Mead, VPAA

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

**Effective Date: 1/23/2008**

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