

# PIEDMONT VIRGINIA COMMUNITY COLLEGE

## II – ADMINISTRATIVE (GENERAL) POLICIES

### II – 3.0 COMPLAINT POLICY

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Policy #:	II – 3.0
Effective:	1/24/08
Revised:	8/20/08
	9/2/08
Responsible Dept.:	President

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#### SACS 4.5

4.5 The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints. (*See Commission policy "Complaint Procedures for the Commission or its Accredited Institutions."*) **(Student complaints)**

#### Purpose

This policy details the rights of PVCC students and members of the public to file informal and formal complaints against PVCC personnel or actions. It furthermore delineates PVCC policy and procedure for responding to these complaints.

#### Definitions and Limitations

1. Definition
  - a) Verbal complaints are considered informal and the Procedure for Informal Complaints is to be followed.
  - b) Written complaints (hard copy and email) are considered formal and the Procedure for Formal Complaints is to be followed.
2. Limitation. This policy does not apply to the following appeals or grievances. Policy and procedures for these are contained in other policy statements.
  - a) Student grade appeal
  - b) All Human Resource policies
  - c) All appeal and grievance policies and procedures explicitly described in the *VCCS Policy Manual*
  - d) Any formal appeal or grievance covered by another PVCC policy (e.g., code of conduct, admissions, financial aid, satisfactory academic progress, etc.)
3. Policy and Procedure for Informal Complaints
  - a) Informal (verbal) complaints by students or members of the public are to be dealt with through a face-to-face discussion between the complainant and the responsible college administrator supervising the area. If through this process a mutually satisfactory resolution of the complaint cannot be reached, the complainant may put the complaint in writing and move to the policy and procedure on formal complaints (see below) or the complaint will be considered inactive.

It is the responsibility of the administrator involved in an informal complaint to write a memorandum for the record detailing the nature of the complaint and the resolution. The administrator is to retain such memoranda in a file accessible to his/her supervisor upon request.

4. Policy and Procedure for Formal Complaints
  - a) Formal complaints by students or members of the public are to be dealt with by the responsible college administrator supervising an area. Faculty and staff who receive a formal complaint should forward it to the supervisor of the area(s) involved in the complaint.
  - b) The administrator handling the complaint is to gather information as necessary. Information must be

gathered from the complainant.

- c) A written response (hard copy or email) is to be sent to the complainant. A copy of the complaint and the written response is to be sent to the Assistant to the President and Special Events Coordinator.
- d) If the complainant is not satisfied with the response, he/she may file a written complaint to the President. In such cases, the President will gather information and provide a final written response to the complainant with a copy to the Assistant to the President and Special Events Coordinator.
- e) The Assistant to the President and Special Events Coordinator will maintain a file of all formal complaints and responses.