

Policy VI.6004.C, Student Complaints

Purpose

This policy will serve the purpose of formally informing students and employees about complaint processes related to the Code of Student Conduct and Complaint Processes, including: harassment, discrimination, sexual misconduct, general student complaints, grade appeals, and financial aid appeals.

Policy

San Jacinto College maintains effective, reasonable, formal processes for resolving written student complaints and steps for appealing decisions resulting from the complaints. These processes are published in the Catalog, the Student Handbook, and on the College website for addressing complaints related to code of student conduct violations (including harassment), discrimination, sexual misconduct, general student complaints, grade appeals, and financial aid appeals.

The Authority, Applicability, Sanctions, Exclusions, and Interpretation do not differ from Policy II.2000.A, Policy and Procedures Development, Review, Revision, and Rescission.

Associated Procedures

Procedure VI.6004.C.a, Students Complaints

Date of Board Approval	August 6, 2018
Effective Date	August 7, 2018
Primary Owner	Deputy Chancellor & President
Secondary Owner	Associate Vice Chancellor, Student Services