
TITLE: STUDENT COMPLAINTS

POLICY NO: 1-4

EFFECTIVE DATE: 12/02/14

VCCS POLICY NO: N/A

REVISED DATE: 10/29/15

- I. Purpose:

To provide a forum for students to lodge concerns related to service, instruction, or the environment at the college.
- II. Definitions:

Complaint: any expression of dissatisfaction.
- III. Policy:
 - A. J. Sargeant Reynolds Community College (Reynolds) is committed to providing an exceptional educational experience through the delivery of high-quality programs and services. As such, the college strives to create an open environment where students may provide feedback regarding the quality of services or the environment. In instances where a student may be dissatisfied with services or conditions of the environment, he or she may lodge a complaint following the process outlined in this policy.
 - B. Complaints should refer specifically to how services or instruction are provided. It does not cover the outcome of service or instruction, such as grades or decisions which have an adverse effect on a student's standing at the college. While the two may be related, appeals of final academic or administrative decisions must be addressed via [Reynolds Policy No. 1-12](#), Student Appeal of Academic and/or Administrative Decisions.
 - C. Complaints must be submitted in writing.
 - D. Managers responding to complaints shall communicate the outcome of actions by the college in writing to the student who has lodged the complaint.
 - E. While some issues may not pertain to an educational record, staff members responding to complaints shall treat these complaints in compliance with [Reynolds Policy No. 1-26](#), Student Privacy and Release of Student Information.
 - F. Reynolds accepts State Council of Higher Education for Virginia (SCHEV) oversight in resolving complaints from students in other states who take distance education under the aegis of the State Authorization Reciprocity Agreement (SARA).

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IV. Procedures:

A. Students who believe that an employee of the college has performed or behaved inappropriately must make a complaint to the Office of Student Affairs. Complaints may be submitted by the following mediums:

- email to studentcomplaints@reynolds.edu
- completion of [JSRCC Form No. 75-0018](#), Student Complaint Report

The complaint must provide the following information:

1. a description of the complaint stating what occurred, when, etc.
2. any evidence and/or information that can support the complaint
3. contact information for the complainant and any witness(es) for follow-up by the appropriate college manager

B. Upon receipt of the written complaint, the Office of Student Affairs will forward the complaint to the appropriate college manager.

C. Within five (5) business days of receipt of the complaint, the manager of the unit for which the complaint was made will review the complaint and inform the individual that the matter is under review. In instances where a manager is out of the office due to official leave, the period may be extended for an additional five (5) business days.

D. Upon responding, the manager will investigate the matter. The investigation should take no more than ten (10) business days.

E. The manager will respond in writing regarding how the matter will be handled based on his/her finding.

F. A copy of the response will be forwarded to the Office of Student Affairs at studentcomplaints@reynolds.edu, and to the next level manager and the President's Executive Cabinet member for the office under which the complaint was lodged. Records will be retained for three (3) years.

G. Appeals

In the event that a student is dissatisfied with the response of the responding manager, the student may file an appeal of the decision under [Reynolds Policy No. 1-12](#), Appeal of Academic and/or Administrative Decisions. If an appeal cannot be resolved by the college's internal processes, the student may file a formal complaint with the State Council of Higher Education for Virginia (SCHEV) at <http://www.schev.edu/index/students-and-parents/resources/student-complaints>

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V. Other Information:

[Reynolds Policy No. 1-12](#), Student Appeal of Academic and/or Administrative Decisions

[Reynolds Policy No. 1-26](#), Student Privacy and Release of Student Information

[JSRCC Form No. 75-0018](#), Student Complaint Report