

STUDENT COMPLAINT PROCESS

NORTHERN NEW MEXICO COLLEGE



Occasionally, a student will encounter a problem on campus that he or she does not know how to resolve. When this happens, students should always try to work out the problem by first discussing it with those most involved with the issue. Dealing with conflict in the most direct and straightforward manner should always be the first step toward resolution. It is conceivable that many issues are settled or problems resolved when a student makes an appointment with a faculty or staff member and calmly and honestly communicates their frustrations or concerns.

If however, an issue or problem still exists, there is a formal complaint process at NNMC that a student may initiate. All formal complaints must be put in writing using the official NNMC Student Complaint Form. These forms are available in hardcopy in the Dean of Students office, or online.

When initiating a formal complaint, the following steps should be followed:

1. Be sure you have first attempted to resolve the issue by speaking directly with the individual(s) or office(s) involved.
2. Complete and submit a NNMC Student Complaint Form on page 3.
(It should be submitted to the Dean of Students/Registrars office, AD, 242).
3. When the complaint is received it will be forwarded to the appropriate individual to review and address the issue.
4. After your concern has been addressed, you will receive a letter documenting the receipt and review of your complaint.

For information regarding issues or concerns that are not covered by this process (*such as issues of sexual harassment and grade appeals*) please refer to the NNMC Catalog or Student Handbook, or contact the Dean of Students office.

Special note:

Sometimes NNMC students find they are particularly pleased with how something has been handled for them, how they were assisted by a particular staff member, the positive experience they had in a specific class, or some other outstanding thing that happened to them at NNMC. As a student you should know that the same "Student Complaint Form" that is used to lodge a concern, can also be used to provide a written compliment or note of appreciation. In this case, the process for submitting the form is the same as for filing a formal complaint.

The complaint process is based upon the following definitions:

Complaint: A written concern or formal charge of dissatisfaction with a person, service, or process that requires clarification, investigation, and resolution.

Level I Complaint: A verbal complaint that is resolved. Will not be tracked.

Level II Complaint: A written complaint, based upon the complaint definition that requires a student's signature. If a form is submitted without a student's name, the complaint will not be considered. Level II complaints will be tracked to ensure an action has been taken.

Exclusions: The Student Complaint Process does not apply to grade appeals, complaints of sexual harassment, or any student to student complaints. Please refer to the Student Code of Conduct for procedures regarding these types of complaints. IN addition, outcomes of appeal processes are not subject to further consideration through this process.

Student Complaint Form

Student's name:

Date event occurred: _____ Student Banner ID: 0000_____

1. Check one:

- Former student
- Current student
- Future student
- Other

2. Course name and course number (or NNMC office)

3. Name of instructor (or staff member)

4. Identify the category of your complaint (Check all that apply)

- Service
- Building
- Individual
- Coursework
- Other (please specify) _____

5. **Describe the issue or concern** (Be specific regarding who, what, when, and where)

6. **Have you talked with staff or the instructor regarding your concern?**

(if yes, please describe the outcome)

Student Contact

Address _____ City _____ State _____ Zip _____

Phone _____

My NNMC email address _____

When addressing my concern (Check one)

- You may **use** my name
- You may **not** use my name
- You may use my name **only** after the end of the term

How did you find out about this process? (Check one)

- NNMC instructor
- NNMC staff
- NNMC website
- NNMC student
- Other (Please specify) _____

Signature _____ Date _____

Northern New Mexico College will not allow any form of retaliation against individuals who file a complaint to NNMC management, or who cooperates in the investigation of such reports. To the extent possible, the confidentiality of the reports will be maintained.