

# BLINN COLLEGE ADMINISTRATIVE REGULATIONS MANUAL

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**SUBJECT:** *Student Complaints*

**EFFECTIVE DATE:** July 07, 2022

**BOARD POLICY REFERENCE:** FLB

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## PURPOSE

The purpose of the Student Complaint Procedure is to provide a process for students to seek resolution for academic or general complaints. Blinn College District has a number of complaint procedures through which students can raise and seek redress for what they believe to be unfair, improper or discriminatory decisions, actions, or treatment. The College takes all complaints seriously and is committed to providing students with an avenue to express concerns and to work with College officials toward amicable resolutions.

## DEFINITIONS

A “student” is an individual who is currently enrolled full-time or part-time or was enrolled at the institution when the underlying facts and circumstances of the complaint first occurred, and who has not been suspended or dismissed, or otherwise is required to re-apply for admission. Parents, relatives, employers, agents, and others acting for or on behalf of a student are not students within the meaning of this Policy.

A “student complaint” is any written complaint submitted by a student that does not fall into the exemption categories below.

## EXEMPTIONS

The following matters are not handled as Student Complaints within the scope of this procedure, but may be directed for attention as follows:

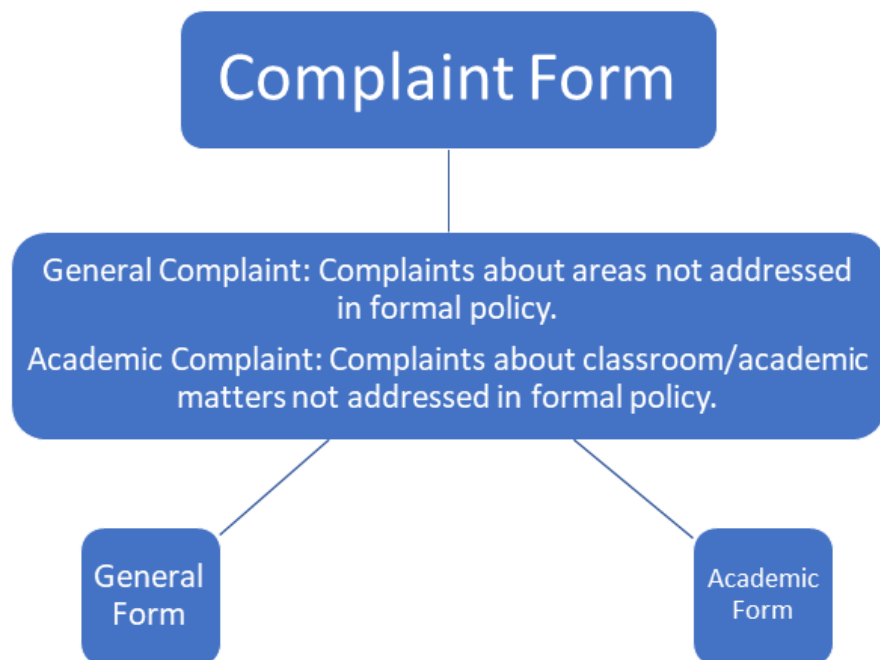
- **Final Grade Appeal:** Student has the right to appeal a final grade through the grade dispute process described in [Final Course Grade Appeal](#). Board policy [[FLDB\(LOCAL\)](#)]
- **Academic Integrity:** Appeals of allegations of academic dishonesty will be resolved through the integrity procedures described in [Scholastic Integrity Regulations](#). Board policy [[FLB\(LOCAL\)](#)]
- **Discrimination, Harassment and Retaliation:** Any complaint regarding discrimination, harassment, or retaliation on the basis of protected status is addressed in Board policies [FFDA\(LOCAL\)](#) , [FFDB\(LOCAL\)](#) & [FFE\(LOCAL\)](#)
- **Housing:** Any complaints regarding housing are addressed in Board policy [FG\(LOCAL\)](#)

## COMPLAINT PROCEDURES

### Informal complaint procedure

1. A student must first attempt to informally resolve the complaint by speaking directly with the employee engaged in the activity or responsible for the activity of concern to the student. Many problems are resolved when a student makes an appointment with a faculty or staff member and communicates their concerns.
2. If an informal discussion between the parties does not result in a satisfactory resolution, the student may initiate the formal complaint procedure.

## Formal complaint procedure



1. Students will access the Blinn College District [Complaint Form](#) and determine the type of complaint to file.
2. Complete and submit the form for the appropriate complaint.
3. Students will be contacted for more information if needed or notified upon resolution.
  - a. General complaints will be routed through the Office of the Vice Chancellor for Student Services (or designate).
  - b. Academic complaints will be routed through the appropriate division.

### **RECORD OF STUDENT COMPLAINTS**

To comply with Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) requirements, Blinn College District will maintain records of the formal written student complaints pursued in accordance with this policy and demonstrate the procedures when resolving the complaints.

Per the Texas Higher Education Coordinating Board (THECB) codified rules under Title 19 of the Texas Administrative Code, Sections 1.110 – 1.120, after exhausting the institution's grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB. [Refer to THECB website for details on this process.](#)