

Director Procedure Number: DC119
Title: Student Complaint Resolution Process
Section: Students

Student Complaint Resolution Process

EASTERN employees shall recognize the complaints of the students of this school provided that such complaints are made according to procedures established below and in accordance with Joint Committee Policy C119.

When a student has a complaint, the student shall first make the complaint known to the staff member most closely involved or, if none is identifiable or if the complaint is expressly about that staff member, to the Student Success Coordinator, and both shall attempt to resolve the issue informally and directly.

For complaints which must move beyond the first step, the student shall prepare a written statement of his or her complaint which shall set forth:

- A. the specific nature of the complaint and a brief statement of the facts giving rise to it
- B. the manner in which and the extent to which the student believes she/he has been adversely affected
- C. the relief sought by the student
- D. the reasons why the student feels she/he is entitled to relief

Adopted: 6/19/13