

SOUTHWEST

TENNESSEE COMMUNITY COLLEGE

STUDENT COMPLAINT PROCEDURES

Southwest Tennessee Community College is committed to a policy of fair treatment of its students in their relationships with fellow students, faculty, staff and administration. Students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved when possible. For matters in which a resolution is not feasible, a student can submit a Student Complaint Form. The form may be obtained from the Office of Advising and Counseling on the Macon Cove Campus, Farris Building, Room 2140; or the Union Avenue Campus, M-Building, Room 110; or online at www.southwest.tn.edu/counseling. This form is used only for non-financial matters. Complaints can be submitted immediately or within one year of the incident. A student can expect resolution of the complaint within thirty days.

Procedure

A student who believes their rights have been denied may seek resolution in the following manner:

Step 1: A student may submit a completed STUDENT COMPLAINT FORM to the Office of Advising and Counseling or online at www.southwest.tn.edu/counseling.

Step 2: The Office of Advising and Counseling will log in the complaint, send an e-mail to the student to acknowledge receipt, and forward the complaint to the appropriate administrator within five (5) business days of receipt of the complaint.

Step 3: Upon receipt of the complaint, the appropriate administrator will review the complaint and determine what additional information is necessary to resolve the problem.

Step 4: After considering the complaint and related information, the administrator makes a decision as to the merits of the student's complaint and notifies the student by e-mail as to the resolution within thirty (30) days of the filing of the complaint.

Appeal: Students who feel another review is necessary must respond by e-mail to the administrator's e-mail within five (5) business days, requesting the complaint be forwarded to a higher level administrator. The complaint and supporting documentation will be forwarded to an appropriate higher level administrator within five (5) business days. A higher level administrator will review the complaint and inform the student of a decision by e-mail within five (5) business days.

TBR Program Integrity Student Complaint Form Students or prospective students who wish to file a complaint related to accreditation or regarding violations of state law not resolved at the institution may submit a Student Complaint Form to the Tennessee Board of Regents at 1415 Murfreesboro Road, Suite 340, Nashville Tennessee 37217, or by going on line and filing out the form electronically at <https://www.tbr.edu/academics/program-integrity-student-complaint-form>. Under Tennessee's open records law, all or parts of complaints will generally be available for review upon request from a member of the public.

Complaints regarding accreditation can also be made by contacting the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call (404) 679-4500 for questions about the accreditation of Southwest Tennessee Community College.

Complaints of fraud, waste or abuse may be made by email at reportfraud@tbr.edu or by calling the Tennessee Comptroller's Hotline for Fraud, Waste and Abuse at 1 (800) 232-5454.

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STUDENT COMPLAINT FORM/REQUEST FOR ASSISTANCE

Complete this form and submit it online at www.southwest.tn.edu/counseling/studentcomplain, or take it to the Advising and Counseling Office on the Macon Cove Campus, Farris Building, Room 2140, or Union Avenue Campus, M-Building, Room 110. All responses will be sent to your Southwest e-mail account only.

Name _____ ID# _____
First Last Middle Initial

Address _____
Street City State ZIP Code

Home telephone _____ Cellular telephone _____

Southwest e-mail address ONLY _____

Nature of Complaint/Request
(check the appropriate box)

- | | | |
|--|--|---|
| <input type="checkbox"/> Academics | <input type="checkbox"/> Safety | <input type="checkbox"/> Distance Education |
| <input type="checkbox"/> Admissions/Registration | <input type="checkbox"/> Cashier's | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Financial Aid | <input type="checkbox"/> Faculty/Staff | |

Date of incident _____ Location of incident _____ Term/Date of incident _____

Complaint Summary

Please attach a statement describing the nature of the complaint and your desired resolution. The statement should include a description of the events or circumstances upon which the complaint is based, and all supporting documentation should be attached. Use additional pages if needed.

Student

Date submitted

Advisor

Date received

Forward to _____ Date forwarded _____