

STUDENT COMPLAINT PROCEDURES FOR HAWKEYE COMMUNITY COLLEGE

A complaint is a written statement signed by a student expressing an accusation about an academic or non-academic circumstance which is thought by the student to be unfair. This complaint procedure should be used only after regular communication channels and approaches have failed.

Any student attending Hawkeye Community College (full or part-time) having a complaint should follow this procedure.

Complaints may not be used for: grade appeals, student conduct code appeals, academic integrity appeals, free speech and expression policy appeals, or sexual harassment/misconduct code appeals. Complaints may not be for selection or non-selection of participants on athletic teams or other student teams. Complaints may not be filed for parking violations.

Prior to filing a complaint, students should try to resolve the problem at the point of contact with the appropriate person or office. If the problem isn't resolved at the individual level, then that person's supervisor should be contacted.

PLEASE NOTE: Students alleging a complaint related to discrimination should file a Discrimination Complaint Form available in the Human Resource Services Office. Students wanting to make a complaint about a violation of the Sexual Harassment/Misconduct Policy should contact the Dean of Students (2nd floor of the Hawkeye Center) at 319-296-4014.

- Complaint Procedures
 - a. Complaints must be presented by the complainant (student) on the complaint form. All questions must be answered.
 - b. Complaints shall be filed by students with the Dean of Students.
 - c. Complaints must be filed within 20 calendar days of the date of the action causing the complaint.
 - d. The Dean of Students will review the complaint and attempt a resolution, in consultation with the Provost/Vice President of Academic Affairs (in the case of academic grievances), with the Vice President of Student Affairs or\ other offices (for non-academic grievances). The Dean of Students may meet individually with each party. A meeting between all parties may be part of the resolution process.
 - e. Within 15 calendar days of the formal complaint, the student will be notified in writing of its resolution.

HAWKEYE COMMUNITY COLLEGE COMPLAINT FORM

RE: GENERAL COMPLAINT

TO: DEAN OF STUDENTS

Student Information (please print):

Student's Name: _____

Home Address: _____

Phone Number: _____

Email Address: _____

Please be sure you have read the complaint policy procedures.

Details of the Complaint (Complete all questions. Please use additional paper if needed.):

1. What is your complaint?
2. Please describe what happened. Please include the date, place, and people involved and why you believe the action was unfair. Relate all the details. Please attach any documentation which will help describe the problem and substantiate your claims.
3. What steps you have taken to resolve the complaint? Please include names and dates of personnel you have contacted. Indicate the outcomes of those interactions. Attach any documentation (emails, letters, etc.) to show you have tried to resolve the complaint.
4. How would you like the complaint resolved?

I hereby verify that the information contained in this complaint is true and that I understand that this complaint and the information provided may be shared with the individuals involved in the complaint.

Signature of Student

Date