

Gwinnett Technical College
Student Complaint Procedures and Form (Revised 7-9-07)

1. **Informal Procedure:** Student has 10 business days from date of incident being grieved to resolve the complaint informally by meeting with the college faculty or staff member directly involved in the incident. If this process does not result in resolution of the grievance, the student may proceed to Step 2 – Formal Grievance.
2. **Formal Procedure:** Student should go to the One Stop Center in building 100 and request a Gwinnett Tech Student Complaint Form . Within 15 business days of the incident being grieved, student should complete the form with name, date, description of incident being grieved, remedy requested, outcome of informal remedy effort, and signature at bottom of form (or typed name + “digital signature” at bottom of form if sent via email). The form may be submitted to any staff member in the One Stop Center within 15 business days of the incident being grieved. The Complaint form may also be obtained online on the college website (quicklinks/student complaint form), completed, saved as a Word document, and sent as an email attachment to studentcomplaints@gwinnettech.edu within 15 business days of incident being grieved.
3. **Processing by VPSA:** The form will be forwarded directly to the Vice President of Student Affairs (VPSA) for processing. The VPSA or his designee will have 15 business days to investigate and respond to the student. In complex cases, the VPSA may notify the student that an additional 15 business days will be needed to respond. The response will be sent via email to the student college email address with copy to private email address provided on the form.
4. **Appeal of VPSA Decision:** If a student is unsatisfied with the response from the VPSA, the student may appeal his decision to the President of the college within 5 business days of receipt of the VPSA response. The student must provide all relevant documents with his appeal, as the appeal will be decided based entirely upon the documentation provided with the appeal. The President and her appeals committee will make a decision within 10 business days of receipt of the appeal. The President’s decision is final.

Special Note: The Student Complaint Procedure and Form is NOT to be used for Grade Appeals, Student Code of Conduct violations, and Harassment or Discrimination complaints. Please refer to the college’s Course Catalog and Student Handbook for details on these respective procedures.

Student Name: _____ Student Number: _____

Address: _____

Email address: (personal email also requested) _____

Phone: _____

Program in which enrolled _____

Name of Instructor/Staff Member related to problem _____

Description of Problem [Use additional page(s) if more space needed]:

Desired Remedy Requested:

(Be sure to attach additional page if used).

Student Signature: _____ Date: _____

Input from the staff person, office, department manager, or program director against whom the grievance is made.

Name of Director/Manager _____ Date of Meeting _____

Staff/Manager Notes:

Recommendation:

Director Signature _____ Date : _____

Decision of the Vice President or his designee.

Name of Vice President: _____

Name of Vice President's designee if applicable: _____

Findings:

Final Recommendation/Decision:

Vice President (or designee) Signature _____ Date _____