

I. Overview

This procedure outlines the process for receiving, documenting, and resolving informal academic student complaints. This operating procedure must work in concert with the student appeals and grievance procedure outlined in the student handbook and college catalog.

II. Definitions

- N/A

III. Procedures

When a student has a complaint that is unrelated to a grade appeal, discrimination or other grievance that has a separate procedure or policy, the complaint will be logged by the appropriate office. The log for complaints will include the date/semester, department, complaint narrative, steps of resolution, final decision, reply/communication date, and any external actions recommended and/or taken as a result of the complaint. All complaint logs will be submitted by each Academic Dean to the Vice Chancellor for Academics at the end of each academic term (Fall, Spring, Summer I, Summer II). The complaint logs will be reviewed bi-annually to determine additional procedural needs or trends that warrant corrective action within Academic Affairs. Students are encouraged to resolve college-related problems through the informal and formal appeals/grievance process.

Any written complaint, submitted via the Student Complaint [form](#) or submitted as a formal [Academic Appeal](#) will be accepted and acted upon as long as it contains the student's name, contact information, a general description of the complaint and expected outcome. The resolution of student complaints can be conducted with students in person, through phone or online via UACCB email. Note: The Student Complaint Form and process does not bypass the formal grievance processes for academic and non-academic issues.

NOTE: Please consult the UACCB [Student Handbook](#) and [Course Catalog](#) for more details on filing formal academic and non-academic grievances.

IV. Related Information

The student complaint log [form](#) information is compiled directly from the Microsoft Forms submissions and reported by the respective cabinet members bi-annually to the Executive Cabinet in the following format:

UNIVERSITY OF ARKANSAS COMMUNITY COLLEGE AT BATESVILLE					
Student Complaint Log					
Date/Term	Dept/Division	Complaint	Resolutions Steps	Response Date	External Actions

V. Ensuring Compliance

Cabinet members are responsible for summary reporting at the end of each regular fall and spring term.

Adopted: April 19, 2023