



# **Student Complaint Process**

## **Campus Procedure 280.0**

### **General**

#### **I. Purpose and Scope**

This procedure outlines the overarching process related to complaints on campus. All other relevant appeals, incident reports, and grievance processes are detailed in their campus procedure, the student handbook, and academic catalog.

#### **II. Definitions**

N/A

#### **III. Procedure**

Students wishing to submit a complaint unrelated to a grade appeal, discrimination or other grievance that has a separate procedure or policy, should utilize the Student Complaint [form](https://www.uaccb.edu/student-complaint-form/) located at <https://www.uaccb.edu/student-complaint-form/>. Formal complaints will contain 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.

#### **IV. Related Information**

Campus Procedures 280.1, 280.2, 280.3, 280.4, 280.5 detail the logging and resolution of complaints received.

#### **V. Revision History**

Effective Date: June 7, 2023

Revised Date:

Review Date: June 7, 2024