

Student Complaint *Packet*

- Student Complaint Information
- Student Complaint Procedures
- Chattanooga State Student Complaint Form

Student Complaints

Chattanooga State Community College is committed to providing a quality education experience for all students; therefore, students are encouraged to take advantage of all relevant services and programs offered by the college. If a student feels he/she has not received fair treatment or if he or she has a complaint regarding some situation or condition at the college, guidelines for filing a written complaint concerning discrimination, sexual harassment and other non-academic issues are available in the Office of Judicial Affairs. Students are informed about available resources for filing a complaint during new Student Orientation, in the Chattanooga State Student Handbook, on the Chattanooga State Website, and in Tiger Web.

The primary responsibility for responding to complaints lies with the Office of Judicial Affairs. If the student contacts a department head, the department head and the Office of Judicial Affairs may contact the appropriate dean to seek resolution.

Grievance procedures recommend that students first seek resolution to the grievance through an appointment with the relevant department or office within five working days from the action or condition giving rise to the grievance. If the problem has not been resolved within three (3) working days following the appointment with the student, the Officer or the designee will:

- Call for the appropriate faculty and or staff committee to investigate the grievance and make recommendations concerning the matter, or
- Choose to investigate the matter herself or himself, or
- Choose to seek guidance from appropriate persons or offices

If the complaint involves alleged discrimination or sexual harassment, the student will follow the guidelines for lodging a sexual harassment or discrimination complaint. Sexual harassment complaints and discrimination complaints will invoke the guidelines of the TBR P-080 (<http://www.tbr.edu/policies/default.aspx?id=1762>).

Racial Harassment Policy# 4:21:00

Generally, racial harassment is defined as any person's conduct which unreasonably interferes with an employee's or student's status or performance by creating an intimidating, hostile, or offensive working or educational environment. Harassment on the basis of race, color, or national origin includes offensive or demeaning treatment of an individual, where such treatment is based typically on prejudices stereotypes of a group to which that individual may belong. It includes, but is not limited to, objectionable epithets, threatened or actual physical harm or abuse, or other intimidating or insulting conduct directed against the individual because of his/her race, color, or national origin.

The College seeks to encourage the prompt reporting of such harassment and its prompt resolution through either informal or formal procedures. In addition, the College takes steps and develops programs designed to inform students of their rights to be free from racial

harassment and the procedures available for reporting such actions. The final resolution of racial harassment complaints and the imposition of any appropriate sanctions will be governed by existing College procedures. The following set of procedures will be implemented for the reporting of racial harassment by a student against another person:

- Complaint by a student against a faculty member or employee of the College--contact the College's Affirmative Action Officer who will provide the complainant with procedures.
- Complaint by an employee against another employee of the College--contact the College's Affirmative Action Officer (423-697-4457) who will provide the complainant with the procedures.
- Complaint by a student against another student--contact the Judicial Affairs Officer. The Judicial Affairs Officer will provide the student with consultation and procedures.

TBR Policy 5:01:02:00 Equal Employment Opportunity & Affirmative Action - <http://www.tbr.edu/policies/default.aspx?id=1448>

Sexual Offense Policy# 4:22:00

Chattanooga State Community College will not tolerate sexual offense in the work or academic setting. Offenders will be subject to appropriate college and criminal judicial processes and disciplinary action. Chattanooga State also provides support to community members who feel that they have been victims of a sexual offense. There are two types of Sexual Offense: Sexual harassment and sexual assault.

1. Sexual Harassment includes:
 - a. Behavior that is based on another person's gender, sexuality or sexual orientation and has the purpose or effect of unreasonably interfering with that individual's performance by creating an unreasonably hostile, offensive or intimidating environment.
 - b. Behavior in the form of unwelcome or irrelevant comments, gestures, or touching which may reasonably be perceived as a sexual overture or sexual denigration. This includes making known to other people a person's sexual without his/her consent and with the intent to denigrate that person sexually.
 - c. A request for sexual favors when submission to (or rejection of) such a request might reasonably be viewed as a basis for evaluative decisions affecting an individual's career or educational experience.
2. Sexual Assault
 - a. Sexual assault includes coercion for the purpose of sexual relations, as well as unwanted touching or sexual contact to which any party involved does not give full and free consent. Sexual assault also occurs when a person engages in sexual intercourse, fellatio, cunnilingus, or other type of penetration of bodily orifices with another through the use of force, threat of force or by forcefully, deceitfully, surreptitiously administering intoxicants, or when the other person's ability to apprise a situation or control his or her conduct is substantially impaired.

The college encourages the reporting of sexual harassment and sexual assault. Since sexual harassment has been defined as discriminatory in nature, the following set of procedures is in place for filing complaints:

- A complaint against a faculty member or employee of the College should be filed with the Affirmative Action Officer (423-697-4457) located in CBIH building.
- A complaint against a student should be reported to the Dean of Student Life and Judicial Affairs (423-697-4475) located in S-216.

If a sexual assault occurs on College property, notify the Hamilton County Sexual Assault Center (423) 755-2700, and Campus Security (423) 697-4467, immediately. For support and referral, victims may also contact campus advocates through the Judicial Office, (423) 697-4475. For TTY access, call Tennessee Relay Services at 1-800-848-0298.

Victims of a sexual assault should not change their clothing nor clean their person(s) or clothing until after the collection of evidence by medical personnel at the Sexual Assault Center (755-2700) or a hospital. This collection of evidence is necessary to the successful prosecution of the offense.

TBR Policy 2:02:10:01 Sex Discrimination & Sexual Harassment - <http://www.tbr.edu/policies/default.aspx?id=1008>

Complaints Related To Accreditation or State Law

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 filling out the form electronically at <http://www.tbr.edu/contact/StudentComplaintForm.aspx>. 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, 1866 Southern Lane, Decatur, Georgia 30033-4097, telephone: 404-679-4500 (www.sacscoc.org).

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.

Chattanooga State Community College

Student Complaint Resolution Procedures

Introduction:

It is the policy of Chattanooga State Community College to provide a fair and efficient process for students to present a complaint arising from conflict with students, staff members, instructors, administrators of the college, or from an action or condition of the college.

No retaliation will be taken against a student for lodging a complaint or for participating in the complaint process. When filing a complaint the burden of proof rests upon the student to provide clear and convincing evidence.

Definitions:

Complainant- The individual or group who is the initiator of the complaint

Respondent- A term referring to the individual, group, or unit of the college against whom the complaint is filed

Multilevel administrative review- A process which involves the respondent and the supervisors and administrators to which the respondent reports.

Procedures

1. The student should contact the individual against whom the complaint exists and work to resolve the issue if possible before registering the complaint with the college.
2. If resolution is not possible, a written complaint should be submitted to the Office of Judicial Affairs. The written complaint should contain the reason for the complaint, a summary of the complaint, a list of other persons who may provide information and any appropriate documentation. The complainant must also include the resolution or outcome the complainant is seeking. (A complaint form is available in the Office of the Dean of Student Life and Judicial Affairs.) The written complaint must be submitted within ten (10) days of the alleged conflict or action.
3. A conference will take place with the complainant and the Dean of Student Life or his / her designee.
4. Upon receipt of the complaint, the Dean of Student Life or his or her designee will notify appropriate persons and make requests for information and documentation.
5. The Dean of Student Life or designee may attempt to resolve the complaint by facilitating discussion and appropriate action.
6. A multilevel supervisory or administrative review of the complaint and information gathered will be used when deemed appropriate and beneficial to expediting the resolution process.

7. All relative documentation and possible courses of resolution must be submitted by the complainant or other appropriate persons within ten days.
8. The final resolution or finding of "no resolution" will be filed in the Office of the Dean of Students within fifteen (15) days of the date the complaint is filed. If there are circumstances requiring an extension of the time, documentation will be made and the student will be notified.
9. If at any time during the process, a student feels it is necessary to have support provided, a counselor from the College Counseling Center will be recommended to the student or the student may choose a faculty or staff member from the college. Students who wish to involve someone other than counselors or faculty and staff of the college, must make the request to the Dean of Student Life with supporting reasons.
10. If the student is not satisfied with the resolution or no resolution has been reached, a committee will be appointed to review the information and render a final decision. The committee will consist of representatives appointed by the Vice President of Academic Affairs, the Vice President of Student Affairs, the Vice President of Business and Finance and two members appointed by the SGA president. Their decision will be final.

Chattanooga State Community College

Office of Judicial Affairs

Student Complaint Form

- I. Complainant:
 - a. Name: _____ Phone#: _____
 - b. Student: _____ A#: _____
 - c. Faculty: _____ Division: _____ A#: _____
- II. Name the part or parties against whom the complaint is being filed:
 - a. Name: _____
 - b. Faculty: _____
 - c. Student: _____
- III. Please provide the following information in a narrative format, using the questions as guides when appropriate. The complainant should include all information he or she wishes to have considered by the College, including written witness statements, academic papers, etc. Items to be included in complaint are:
 - a. Date of action or decision you are challenging.
 - b. Brief description of the alleged act or decision.
 - c. Explanation of the basis or grounds for your challenge. These are limited to:
 - i. College regulation or policy, individual right, etc. that you believe has been violated.
 - ii. Clear and concise statement of why you believe the act or decision being challenged is contrary to the policy, regulation, or right that you have cited.
 - d. The chronology in narrative form of all pertinent events leading up to the act or decision being challenged. Include names and dates where relevant.
 - e. Attempted informal resolution of complaint (if applicable).
 - i. Description of your discussion(s) regarding the complaint with the person/office against whom the complaint is being filed. Include date(s) of discussion(s).
 - ii. Description of your discussions regarding the complaint with the chairperson/supervisor. Include date(s) of discussion(s).
 - f. Explicit statement of what outcome/action/remedy you are seeking via this complaint petition.
 - g. All documents and information you wish to have considered.
- IV. I hereby acknowledge that the information provided in this complaint or charge form is true to the best of my knowledge and I am aware of the policies and procedures concerning Code of Conduct complaints as set forth in the current Student Handbook and other pertinent CSCC documents.
 - a. Signature: _____ Date: _____