



Policy Area: Student Services	Subject: Student Complaint Procedures
Title of Policy: In-state Student Complaint Procedures	Number:
Effective Date: per approval	Page Number:
Approved Date: Revision Date:	Approved by:
<p>The purpose of these Complaint Procedures is to provide a mechanism for resolving complaints against the College.</p> <p>Complaints against Faculty or Tutors:</p> <p>Individuals who wish to file a written complaint against an SCTC faculty or tutor regarding matters other than dispute of a grade must address the complaint to the Dean of Academics. The Dean will respond to the complaint according to SCTC personnel policies and procedures. All written complaints will be replied to without exception.</p> <p>Complaints against non-instructional staff:</p> <p>Individuals who wish to file a written complaint against an SCTC non-instructional staff must address the complaint to the Dean of Students. The Dean will refer the complaint to the appropriate supervisor. The Dean or Supervisor will respond to the complaint according to SCTC personnel policies and procedures. All written complaints will be replied to without exception.</p>	