

Policy Name:	Student Complaint Procedures
TBR Policy Number:	N/A
TCAT-D Policy Number:	AA-115
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Functional Area:	Academic Affairs

Complaint Procedures for Students

The purpose of this guideline is to provide a procedure through which students of Tennessee College of Applied Technology may submit a complaint if the student has a concern regarding a situation or condition at the TCAT and the student believes he/she has been treated unfairly or inequitably.

I. Limitations on Scope and Use of Process

Allegations of sexual or racial harassment or discrimination shall be processed in accordance with TBR Guideline P-080, Discrimination & Harassment - Complaint & Investigation Procedure. Grade appeals should comply with the appropriate grade appeal process. Matters regarding student discipline are processed in accordance with the student disciplinary policies and rules found at TBR Policy 3:02:00:01, General Regulations on Student Conduct and Disciplinary Sanctions, Policy 3:02:01:00, Student Due Process Procedures, and Rule 0240-3-21-.01, et. seq., of the rules published by the Tennessee Secretary of State. Students should also consult the student handbook. Appeals of traffic or parking citations should be processed as specified by each institution.

In order to resolve concerns in a timely manner, complaints must be presented within ten (10) school days after the occurrence of the event claimed to have given rise to the complaint. Any complaint not presented within the time provided will not be considered.

II. Process

It is the philosophy of TCAT Dickson that many complaints can be resolved through open and clear communication, and should be resolved at the lowest level possible. Therefore, the student should first discuss the complaint with the instructor, administrator or student involved in the matter in an attempt to resolve the concern.

If the concern cannot be resolved through informal discussion, the student may file a written complaint with the Student Services Coordinator. The Student Services Coordinator will meet with the student, investigate the complaint, consult other TCAT personnel or students as needed, determine an appropriate resolution, and notify the student, in writing, of the outcome.

If the student is not satisfied with how the Student Services Coordinator attempted to resolve the issue, the student may appeal to the President within five (5) school days of receipt of the Student Services Coordinator's letter. The President may discuss the matter with the student and the Student Services Coordinator, and any other personnel he/she feels appropriate. The President will provide a written decision to the student within five (5) days

of receipt of the appeal. The President's decision will be final.

Complaints regarding accreditation and/or cases where the grievance is not settled at the institutional level can also be made by contacting the Council on Occupational Education (COE) at 7840 Roswell Road, Building 300 Suite 325, Atlanta, Georgia 30350 (www.council.org). 800-917-2081.

Source: February 14, 2002 President's Meeting, May 21, 2002 President's Sub-Council Meeting; Admin Change, February 27, 2008; COE Phone number added, July 3, 2018