

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT COMPLAINTS

FLD
(LOCAL)

Blinn College is committed to providing an educational climate that is conducive to the personal and professional development of each individual. In order to ensure that commitment, the College District has developed procedures for students to pursue grievances within the college community, should such action become necessary. A student who has an unresolved disagreement or dissatisfaction with the College District, a faculty or staff member, another student, student group, or administrator has the right to file a written complaint without prejudicing his or her status with the College District. It is the goal of the College District to assist all students in finding fair and just solutions to their concerns.

Definition

Complaints under this policy include concerns in areas where policy does not dictate formal appeal/complaint procedures.

Before filing a written complaint under this policy, the student must first have attempted to resolve the issue by discussing the concern with the person involved, if possible, and the appropriate dean or supervisor.

Exclusions

Student complaints regarding discipline, harassment, discrimination and retaliation, final grade appeals, and student housing appeals shall be covered by separate procedures. This policy is intended to be used only as a manner of appeal. [See FFDA and FFDB for complaints regarding discrimination, harassment, and retaliation; FFE for initial complaints regarding bullying, FG for complaints regarding student housing; FLDB for course grade complaints; and FMA for discipline hearing procedures]

The complaint process is not intended to address appeals related to decisions made in routine College District matters where appeal processes have been outlined.

For assistance in determining the correct procedure to follow or to identify the appropriate dean or supervisor for informal resolution, students can contact the dean of student success, the dean of distance learning, or one of the campus directors (Sealy and Schlenburg). The college catalog is also a source for policy and procedure details.

Complaint Procedure

If a student cannot resolve his or her complaint informally as described above, the student may complete a [student complaint form](#).¹

The office of the Vice Chancellor of Student Services or designee will review the submitted complaint and may request an appointment with the student to discuss the complaint.

The vice chancellor or designee will make a decision concerning the complaint and communicate the decision to the student in writ-

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ing within 30 days from when the complaint was filed. The decision is final and cannot be appealed. The record of the complaint, including the decision, shall be filed in the office of the Vice Chancellor of Student Services at 902 College Avenue, 213 Administration Building, Brenham, TX 77833 and at (979) 830-4150.

¹ Student complaint form: <http://www.blinn.edu/complaint>