

**Approved By:** President

**Date Approved:** December 23, 2016

- 1. Summary:** This policy provides for the submission and consistent processing of general student complaints across the institution.
- 2. Rationale:** This policy is necessary to ensure consistent and equitable resolution of student complaints in compliance with requirements of the college's accrediting agency and state and federal government requirements.
- 3. Entities Affected:** students
- 4. Definitions:** Not applicable
- 5. Policy:** A student or parent may, at any time, submit complaints or concerns to the Student Services Office.

### **Informal Complaints**

Informal complaints may be made in any form and should be submitted to the Student Services Office. The Student Services Office should make a reasonable attempt to address informal complaints, at the discretion of the Dean of Students. The Student Services Office is not required to maintain written records of informal complaints and may, at the discretion of the Dean of Students, pass any complaints on to other relevant departments. If the student/parent is dissatisfied with the college's response to an informal complaint, he or she should submit a formal complaint.

### **Formal Complaints**

All formal complaints must be submitted to the Dean of Students in writing. The Dean of Students must review the formal complaint and decide on a course of action. The Student Services Office will contact the student/parent by letter or email within two business days indicating that the complaint has been received and is being addressed. The Dean of Students will attempt to resolve the complaint and will provide, if possible, a written record of the resolution to the student/parent with all due diligence and speed and preferably within ten business days. If the student/parent is unsatisfied with the resolution, he or she may appeal to the Executive Cabinet by writing a letter or email to the President. The Executive Cabinet will then review the complaint and decide on a resolution. This resolution will be submitted to the student/parent by letter or email. Upon resolution of the complaint, the Student Services Office must contact the student/parent and request a written response to the resolution.

### **Formal Complaint Records**

All documents connected with formal complaints must be kept and maintained in the Student Services Office. Student complaint files must be maintained for a minimum of ten years.

## Texas Student Complaints

After exhausting the College's complaint process, current, former, and prospective students may initiate a complaint with the Texas Higher Education Coordinating Board (THECB) by submitting the required forms along with evidence of their completion of Criswell's complaint procedures.

Instructions and forms for submitting complaints to the THECB can be found at [www.thecb.state.tx.us/studentcomplaints](http://www.thecb.state.tx.us/studentcomplaints).

Information about the rules governing student complaints can be found at [http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y).

### 6. Procedure:

- a. **Implementation:** The Student Services Office is responsible for maintaining procedures by which this policy can be implemented.
- b. **Responsibility for Compliance:** Vice President of Enrollment and Student Services
- c. **Notification:** This policy will be posted on the College's website and a summary of the policy will be published in the College's *Student Handbook*.

For the Office of Institutional Effectiveness and Research only:

Policy version: 2.0

Policy number: 2.016

Related policies: Sexual and Other Unlawful Harassment Policy, Academic Appeals Policy

### Policy History

Version 1.0	June 5, 2014
Version 2.0	December 23, 2016