



**COASTAL ALABAMA**  
COMMUNITY COLLEGE

## **Student Formal Complaint/Grievance Process**

If a student feels a college policy has been applied unfairly to their situation, the student has the right to submit a written **Student Complaint**. First, the student must meet with the supervisor responsible for the policy to attempt to work out a resolution. If a resolution cannot be achieved, the student should submit the completed Student Complaint online form with documentation (police report, hospital records, doctor excuse, obituary, witness statements, etc.) to support any extenuating circumstances. If a resolution cannot be achieved at the college level, the student can submit a complaint to the Alabama Community College System.

### **Paper forms are available in the Dean of Student Services Office**

Vinson Bradley-Dean of Student Services

Memorial Hall

1900 Highway 31 S

Bay Minette, AL

### **Student complaints/appeals may include but are not limited to the following:**

- *Academic Complaint and Grade Appeals*
- *Admissions status*
- *Financial Aid Awards or Loss of Aid*
- *Traffic Citations and Fines*
- *Business Office, student refunds, returned checks*
- *Student Code of Conduct Suspensions/Dismissals*
- *Audit to Credit/Credit to Audit Registrations*
- *ADA Accommodations*
- *Title IX Accommodations*
- *Discrimination*
- *Harassment*
- *Distance Education/Online*

**Step 1: Before submitting a Student Complaint Form, the student should contact the appropriate supervisor to discuss an informal resolution.**

**Financial Aid Awards or Loss of Aid**

- Dr. Gail Muse Beggs  
Financial Aid Director  
[gail.beggs@coastalalabama.edu](mailto:gail.beggs@coastalalabama.edu)  
251-580-2154

**Student Refunds, Business Office Procedures**

- Jill Cabaniss  
Director of Finance  
[jill.cabaniss@coastalalabama.edu](mailto:jill.cabaniss@coastalalabama.edu)  
251-580-4951

**Admissions & Records Procedures**

- Beth Bryars-Director of Enrollment Management  
[Beth.Bryars@coastalalabama.edu](mailto:Beth.Bryars@coastalalabama.edu)  
251-580-2112
- Robin Sessions  
Registrar  
[Robin.Sessions@coastalalabama.edu](mailto:Robin.Sessions@coastalalabama.edu)  
251-580-2227
- Vinson Bradley-Dean of Student Services  
[Vinson.bradley@coastalalabama.edu](mailto:Vinson.bradley@coastalalabama.edu)  
251-580-2103

**Academic Complaints and Grade Appeals**

- Mary Beth Lancaster-Dean of Academic Instruction  
[Marybeth.lancaster@coastalalabama.edu](mailto:Marybeth.lancaster@coastalalabama.edu)  
251-809-1500
- Linda Grant-Dean of Career Technology  
[Linda.grant@Coastalalabama.edu](mailto:Linda.grant@Coastalalabama.edu)  
334-637-3151
- Dr. Tiffany Scarborough  
Dean of Nursing and Allied Health  
[tiffany.scarborough@coastalalabama.edu](mailto:tiffany.scarborough@coastalalabama.edu)  
251 580-2256

**Student Conduct, Title IX complaints, Harassment, and Discrimination**

- Dr. Celeste Robertson  
Int Director of Student Development  
[Celeste.robertson@coastalalabama.edu](mailto:Celeste.robertson@coastalalabama.edu)  
251-580-2152
- Vinson Bradley-Dean of Student Services  
[Vinson.bradley@coastalalabama.edu](mailto:Vinson.bradley@coastalalabama.edu)  
251-580-2103

**Americans with Disability Act Complaints and Appeals**

- Lee Barrentine  
ADA Specialist/Advisor  
[Lee.Barrentine@coastalalabama.edu](mailto:Lee.Barrentine@coastalalabama.edu)  
251-580-2109
- Dr. Celeste Robertson  
Int Director of Student Development  
[Celeste.robertson@coastalalabama.edu](mailto:Celeste.robertson@coastalalabama.edu)  
251-580-2152
- Vinson Bradley-Dean of Student Services  
[Vinson.bradley@coastalalabama.edu](mailto:Vinson.bradley@coastalalabama.edu)  
251-580-2103

**Campus Police Complaints**

- Jonathan Davidson-Chief of Police  
[Jonathan.Davidson@coastalalabama.edu](mailto:Jonathan.Davidson@coastalalabama.edu)  
251-580-2222

**Distance Education Online Course Complaints**

- Ann Strickland  
Center for Teaching & Learning  
[tHelp@coastalalabama.edu](mailto:tHelp@coastalalabama.edu)  
251-368-7613

**Step 2: In the event the matter is not resolved in the conference with the director or designee, the student can initiate a formal student complaint. The complaint or appeal will be submitted to the College Appeals Committee for review.**

- a. Complete the form found at:  
[http://www.coastalabama.edu/titleix/submit\\_a\\_student\\_complaint/](http://www.coastalabama.edu/titleix/submit_a_student_complaint/)
- b. This complaint will be reviewed by the **College Policies Complaints and Appeals Committee or designee**. Committee members and the committee chairperson shall be appointed each year by the President or designee.
- c. The **College Policies Complaints and Appeals Committee** shall render a decision within 14 calendar days to the students' college email address.
- d. All decisions are subject to review by the President of the College.

**Step 3: A student must exhaust his/her rights under the institution's official complaint/grievance policy before advancing any complaint to the System Office of Alabama Community College System. Students may file consumer/student complaints with the Alabama Community College System by following these procedures:**

- a. If, after exhausting all available institutional processes, a student's complaint remains unresolved, the student may appeal to the Alabama Community College System using the System's official Student Complaint Form. Students may submit completed complaint forms by printing the form, signing it, and then either (1) scanning it and emailing it to [complaints@accs.edu](mailto:complaints@accs.edu) or (2) mailing it to:  
Alabama Community College System  
Attention: Division of Academic and Student Affairs  
P.O. Box 302130  
Montgomery, AL 36130-2130
- b. The Division of Academic and Student Affairs will investigate the complaint within 30 days of receipt.
- c. The institution which is the subject of complaint has 30 days to provide a written response to questions and/or concerns raised during the investigation. Such response may or may not contain a resolution.
- d. The Division of Academic and Student Affairs will adjudicate the matter and write a report or letter to the institution and student detailing corrective action, if any is necessary, or stating that the school has no violation of policies.
- e. If corrective action is needed the institution will have 30 days to comply or develop a plan to comply with the corrective action.
- f. The System Office will monitor the institution's compliance to ensure the completion of any required corrective action.

Related Links:

[http://www.coastalalabama.edu/titleix/submit\\_a\\_student\\_complaint/](http://www.coastalalabama.edu/titleix/submit_a_student_complaint/)  
<https://www.accs.edu/student-complaints/>