

COASTAL ALABAMA COMMUNITY COLLEGE			
Policies and Procedures Manual			
Title:	Complaints (Formal – Students)		Approved by:
Insert:	05.08	Date:	04/01/2022
Replace:		Date:	02/19/2024
Reviewed:		Date:	02/19/2024
Remove:		Date:	



POLICY / PURPOSE:

It is the policy of Coastal Alabama Community College to establish and follow a formal procedure for addressing student complaints.

SCOPE:

This policy applies to all Coastal Alabama Community College students.

DEFINITIONS:

Days: For the purpose of this policy, “days” refers to business days or days in which the College is open.

DETAILS:

1. **Student Complaint:** The student has the right to submit a written Student Complaint. The student may first meet with the supervisor responsible for the applicable policy to attempt to resolve the complaint. If a resolution cannot be achieved, the student should submit the completed [Complaint Form](#) online with documentation (police report, hospital records, doctor excuse, obituary, witness statements, etc.) to support any extenuating circumstances.
2. **Types of Student Complaints:** Complaints and/or 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*
3. If a resolution cannot be achieved at the college level, the student can submit a complaint to the Alabama Community College System (ACCS).

PROCEDURE(S):

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

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Financial Aid Awards or Loss of Aid

- Director – Financial Aid
Gail.Beggs@coastalalabama.edu
251-580-2151
- Chief Financial Officer
Jessica.Davis@coastalalabama.edu
251-580-2207

Student Refunds, Fiscal Services Office Procedures

- Director – Fiscal Services
Jill.Cabaniss@coastalalabama.edu
251-580-2136
- Chief Financial Officer
Jessica.davis@coastalalabama.edu
251-580-2207

Admissions & Records Procedures

- Director - Enrollment Management
Beth.Bryars@coastalalabama.edu
251-580-2112
- Dean - Student Services
Dendy.Moseley@coastalalabama.edu
251-580-2103

Academic Complaints and Grade Appeals

- Dean - Academic Instruction
Mary.Lancaster@coastalalabama.edu
251-809-1500
- Dean - Career Technology
Linda.Grant@Coastalalabama.edu
334-637-3151
- Dean - Nursing and Allied Health
Tiffany.Scarborough@coastalalabama.edu
251-580-2256

Student Conduct, Title IX Complaints, Harassment, and Discrimination

- Dean - Student Services
Dendy.Moseley@coastalalabama.edu
251-580-2103

Americans with Disability Act Complaints and Appeals

- ADA Specialist
Lee.Barrentine@coastalalabama.edu
251-580-2109

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- Dean - Student Services
Dendy.Moseley@coastalalabama.edu
251-580-2103

College Police Complaints

- College Police Chief
Jonathan.Davidson@coastalalabama.edu
251-580-2222

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 Student Appeals Committee for review.**
 - a. Complete the [Complaint Form](#) found at: http://www.coastalalabama.edu/titleix/submit_a_student_complaint/.
 - b. This complaint will be reviewed by the Student Appeals Committee. This committee is comprised of program directors, campus directors, faculty, staff, students. Committee members and the committee chairperson shall be appointed each year by the President or designee.
 - c. The Student Appeals Committee shall render a decision within 14 days to the students' college email address.
 - d. All decisions are subject to review by the President of the College.
3. **A student must exhaust their rights under the institution's official complaint/grievance policy before advancing any complaint to the Alabama Community College System (ACCS) office. Students may file consumer/student complaints with the Alabama Community College System (ACCS) by following these procedures:**
 - a. If, after exhausting all available institutional processes, a student's complaint remains unresolved, the student may appeal to ACCS using the System's official **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 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.

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- 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.

ADDITIONAL PROVISIONS/INFORMATION:

Refer to http://www.coastalalabama.edu/titleix/submit_a_student_complaint/.

Refer to <https://www.accs.edu/student-complaints/>.

NOTE: Some academic programs (for example, Nursing) may require additional or more stringent requirements. Refer to the applicable Program Handbook for additional information.