



## BOARD POLICY

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**TITLE: INSTITUTIONAL RECORDS OF STUDENT COMPLAINTS AND GRIEVANCES**

**BOARD POLICY # 5532** *(was 719)*

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Umpqua Community College tracks formal, written complaints and grievances signed by a student or sent through a student's UCC email and addressed to UCC's President, Provost, Assistant Vice President of Academic Services, Assistant Vice President of Enrollment and Student Services, Director of Faculty Development, Dean of Students, and Dean of Community and Workforce Training. Student emails sent from a student account constitute a student's signature. Complaints or grievances received via any electronic means other than the complaining student's UCC email are not considered under this policy.

Only grievances or complaints that are related to the academic, campus, safety, or financial life of the student are accepted under the rules of this policy. Tracking of complaints or grievances include those brought forward under BP 5500 Standards of Student Conduct Procedure.

An annual report is produced by the Dean of Students and reviewed by the staff required to track complaints and grievances. The review proceedings are made available to the College's accreditor, the Northwest Commission on Colleges and Universities, per USDOE regulation 602.16(a)(1)(ix).

**RESPONSIBILITY:**

The Assistant Vice President of Enrollment and Student Services is responsible for implementing and updating this policy. Specific guidance for policy implementation may be found in the associated Administrative Procedure(s).

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**NEXT REVIEW DATE:**

**DATE OF ADOPTION: 5/12/2021**

**DATE(S) OF REVISION:**

**DATE(S) OF PRIOR REVIEW:**