



NEW BOARD POLICY

BOARD POLICY SERIES NUMBER: 719

TITLE: Institutional Records of Student Complaints and Grievances

Umpqua Community College will track formal, written complaints and grievances signed by a student or sent through a student's UCC email and addressed to UCC's President, Vice President of Instruction, Vice President of Student Services, Dean of Arts and Sciences, Dean of Career and Technical Education, or Dean of Academic Support (Officers). Student emails sent from a student account constitute a student's signature.

Only grievances or complaints that are related to the academic, campus, safety, or financial life of the student will be accepted under the rules of this policy. Tracking of complaints or grievances will include those brought forward under the Student Code of Conduct 721.7 Student Grievance Procedure.

This policy does not impact or change existing or future campus policies and procedures for handling student complaints or grievances. Complaints or grievances received via fax or any electronic means other than the complaining student's UCC email will not be considered under this policy.

An annual report will be produced and reviewed by senior staff at UCC. The review proceedings will be available to the Northwest Commission on Colleges and Universities reviewers during any visit to the college, per USDOE regulation 602.16(a)(1)(ix).

DATE OF ADOPTION: 12/10/2014

DATE(S) OF REVISION(S):

DATE OF LAST REVIEW: