

## **STUDENT DUE PROCESS/STUDENT COMPLAINT PROCESS**

A student attending SCC who is not satisfied with a decision of the staff or administration has the right to have the concern/issue heard. If the concern/issue pertains to academics, start with:

- A. The instructor/advisor - verbally address issue with instructor/advisor within five (5) working days and if not satisfied with this decision; and
- B. Student Government (when available) - submit issue in writing to the Student Government, within five (5) working days of the decision by the instructor/advisor. If still not satisfied with this decision; and
- C. The Dean of Academics- submit issue in writing to the Dean of Academics, within five (5) working days of receipt of the Student Government's decision. The Dean of Academics will respond back to you in writing within five (5) working days. If still not satisfied with this decision; and
- D. President - submit issue in writing within five (5) working days of the decision of the Dean of Academics to the President. The President will respond to this in writing within five (5) working days. If still not satisfied with this decision; and
- E. The Board of Directors- submit issue in writing to the Board of Directors, within five (5) days of receipt of the President's decision. The Board of Directors decision is final.

If the objection concerns anything else (rules, financial aid, policies, etc.) start with:

- A. Advisor/ Program Coordinator –verbally address with Advisor/Program Coordinator within five days. If not satisfied with these decisions,
- B. Student Government- submit issue writing to the Student Government within five(5) working days of receipt of decision by the Advisor/Program Coordinator. Student Government will conduct a hearing within five (5) working days. If still not satisfied with this decision,
- C. The Dean of Student Services- submit issue in writing to the Dean of Student Services, within five (5) working days of receipt of decision of the Student Government. The Dean of Student Services will respond back to you in writing within five (5) working days. If still not satisfied with this decision,
- D. President - submit issue in writing to the President within five working days of the receipt of decision of the Dean of Academics. The President will respond to this in writing within five (5) working days. If still not satisfied with this decision,
- E. The Board of Directors- submit issue in writing to the Board of Directors within five (5) working days of the receipt of the President's decision. The Board of Directors decision is final.