

200 GENERAL COMPLAINTS

Complaint Procedure 200

200.1 Scope

San Jacinto College complies with the US Department of Education's Program Integrity regulations, which require each state to have a student complaint procedure for public and private higher education institutions to be eligible for federal Title IV funds. Current, former, and prospective students may initiate a complaint with the Texas Higher Education Coordinating Board (THECB), after exhausting the institution's grievance/complaint process, by sending the required forms either by electronic mail to studentcomplaints@thehb.state.tx.us, or by mail to the

Texas Higher Education Coordinating Board
Office of General Counsel
P.O. Box 12788
Austin, Texas 78711-2788

Facsimile transmissions of the forms are not accepted.

A general complaint is a College-related problem, decision, or condition that a student believes to be unfair, inequitable, or adversely affecting the student's education at San Jacinto College or that affects the student's ability to use College services and programs. A student may not use Procedure 200 to complain about decisions affecting other students or persons. Procedure 200 also may not be used to address matters for which special procedures are published. In particular, this general procedure may not be used to address grade appeals; harassment and discrimination and sexual misconduct complaints under Complaint Procedure 300 or 400; traffic appeals; FERPA complaints (see Student Records Management Policy); or student discipline complaints, hearings, or appeals.

Barring exceptional and unforeseeable circumstances, students should file their complaints within 10 working days after the problem, decision, or condition arose.

200.2 Steps

Students who wish to file a complaint should, when necessary, consult with an educational planner or counselor for guidance on how to identify the individuals to whom the student should direct the complaint under Step 1 or Step 2.

1. The student should first discuss the complaint with the College employee most directly responsible for the condition that brought about the complaint. Most matters will be resolved at this level.
2. If the discussion at Step 1 does not resolve the matter to the student's satisfaction and the student wishes to pursue the matter, the student may discuss the matter with the next level of supervisory authority.
3. If the discussion at Step 2 still does not resolve the matter to the student's satisfaction, the student may file a written complaint. The complaint shall be filed within 7 working days. The written complaint shall identify the requested remedy. If the general complaint is against another student or involves the application of a College policy or procedure, the student shall file the complaint with the Dean, Student Rights and Responsibilities or Student Conduct Investigator. The Dean, Student Rights and Responsibilities or Student Conduct Investigator will take appropriate action on matters within his or her jurisdiction or route the complaint to the appropriate senior administrator for action. If the general

complaint is against a College employee, the Dean, Student Rights and Responsibilities or Student Conduct Investigator will forward the complaint to the Employee Relations Department. The Dean and the Employee Relations Department shall confer and determine an appropriate investigation plan. The officials conducting the review or investigation shall prepare a written communication regarding the disposition of the complaint. The officials shall render a decision within 20 working days, absent extenuating circumstances.

4. If the response at Step 3 does not resolve the matter to the student's satisfaction, the student may seek further review by submitting a written request to the campus Provost or appropriate senior level administrator. The decision of the campus Provost or appropriate senior level administrator is final and non-appealable.