

## **Policy Title: Student Complaints and Concerns**

**Impact:** Administration

**Responsibility:** Executive Accreditation Committee

**Effective Date:** 4/24/2019

**Revised Date:**

**Reviewed Date:**

**Relates to Procedure(s):** 5.16

**Legal Citation(s):**

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### **Policy Narrative:**

This policy shall provide standardized procedures that promote constructive dialogue, understanding, and resolution of student complaints and concerns.

#### **A. Definition**

A complaint expresses dissatisfaction with the performance or action of a College employee or process that a student believes to be unfair or inconsistent with College policy or usual practices.

#### **B. Exclusions**

This policy does not apply in instances specifically addressed in other North Idaho College policies, i.e., Academic Integrity, Student Code of Conduct, or others. When the complaint is specific to other college policies, the student will be advised to follow the appropriate college policy.

#### **C. Time Limitations**

A student wishing to express a complaint, as previously defined, should do so no later than 30 instructional days from the time the student became concerned.