

College Procedure:	502.5 – Student Complaints
Policy Reference:	502 – Student Rights and Assurances
Responsible Department:	Student Services
Approval Authority:	Cabinet
Procedure Owner:	Vice President, Student Services
Effective Date:	6/7/2016

Version Number: 2
Legal Counsel Reviewed (yes/no): No
Legal Reference(s):
Scope: College-wide

Reason for Procedure

Kirkwood encourages students to share concerns about the quality of service provided by any support area or the quality of the learning experience provided by faculty. Kirkwood's complaint process is intended to provide a clear process for the college to address student and community concerns.

The Procedure

The vast majority of complaints can and should be handled by the department closest to the issue where the complaint originates. The process for handling student complaints is as follows:

1. Discuss the complaint directly with the staff member or faculty involved. (In cases where this is not possible, such as alleged harassment or discrimination, a student may move to the second step.)
2. Discuss complaint with the Director or Dean with supervisory responsibility over the area where the issue occurred.
3. In cases where a resolution is not reached at the department level, a student may submit a complaint in writing to the appropriate vice president; Vice President, Academic Affairs (academic issues), Vice President, Student Services (student service and miscellaneous issues), or Vice President, Continuing education and Training Services (continuing education issues) by completing the [Student Complaint Form](#).

This process does not circumvent other existing review committees such as Special Appeals Committee, Academic Policies and Procedures Committee, or the Student Conduct Hearing board.

In the event that the complaint cannot be satisfied through one of these avenues, the Iowa Student College Aid Commission is authorized to receive and review complaints from students. You may also contact the Iowa College Student Aid Commission to register your complaint:

<https://iowacollegeaid.gov/StudentComplaintForm>

References

Definitions

Term	Definition
Term 1	
Term 2	
Term 3	
Term 4	

Revision Log

Version Number	Date Approved	Approved by	Brief Description of Change
	6/7/2016	Jon Buse, Vice President, Student Services	
		Cabinet	Procedure template 10/2/2019