

Student Formal Complaint Process

If a student feels a college policy has been applied unfairly to his/her situation, the student has the right to submit a written **Student Complaint**. First, the student must meet with the supervisor responsible for the policy to attempt to work out a resolution. If a resolution cannot be achieved, the student should submit the completed Student Complaint online form with documentation (police report, hospital records, doctor excuse, obituary, witness statements, etc.) to support any extenuating circumstances. If a resolution cannot be achieved at the college level, the student can submit a complaint to the Alabama Community College System.

Paper forms are available in the Office of the Dean of Student Services:

Vinson Bradley, Dean of Student Services
Memorial Hall, Bay Minette Campus
1900 Highway 31 S, Bay Minette, AL 36507

Student complaints/appeals may include but are not limited to the following:

- *Academic Complaint and Grade Appeals*
- *Admissions status*
- *Financial Aid Awards or Loss of Aid*
- *Traffic Citations and Fines*
- *Business Office, student refunds, returned checks*
- *Student Code of Conduct Suspensions/Dismissals*
- *Audit to Credit/Credit to Audit Registrations*
- *ADA Accommodations*
- *Title IX Accommodations*
- *Discrimination*
- *Harassment*

Step 1: Before submitting a Student Complaint Form, the student should contact the appropriate supervisor to discuss an informal resolution.

Financial Aid Awards or Loss of Aid

- James Theeuwes, Financial Aid Director
James.Theeuwes@coastalalabama.edu
251-580-2154
- Jessica Davis, Chief Financial Officer
Jessica.Davis@coastalalabama.edu
251-580-2206

Student Refunds, Business Office Procedures

- Lynne Steadman, Accountant
Lynne.Steadman@coastalalabama.edu
251-580-2136
- Jessica Davis, Chief Financial Officer
Jessica.davis@coastalalabama.edu
251-580-2206

Admissions & Records Procedures

- Beth Bryars, Director of Enrollment Management
Beth.Bryars@coastalalabama.edu
251-580-2112
- Vinson Bradley, Dean of Student Services
Vinson.bradley@coastalalabama.edu
251-580-2103

Academic Complaints and Grade Appeals

- Mary Beth Lancaster, Dean of Academic Instruction
Marybeth.lancaster@coastalalabama.edu
251-8091500
- Linda Grant, Dean of Career Technology
Linda.grant@Coastalalabama.edu
334-637-3151
- Dr. Jean Graham, Dean of Nursing and Allied Health
Jean.graham@coastalalabama.edu
251-580-2293

Student Conduct, Title IX complaints, Harassment, and Discrimination

- Celeste Robertson, Student Judiciary Officer
Celeste.robertson@coastalalabama.edu
251-580-2152
- Vinson Bradley, Dean of Student Services
Vinson.bradley@coastalalabama.edu
251-580-2103

Americans with Disability Act Complaints and Appeals

- Lee Barrentine, ADA Specialist/Advisor
Lee.Barrentine@coastalalabama.edu
251-580-2109
- Vinson Bradley, Dean of Student Services
Vinson.bradley@coastalalabama.edu
251-580-2103

Campus Police Complaints

- Jonathan Davidson, Chief of Police
Jonathan.Davidson@coastalalabama.edu
251-580-2222

Step 2: In the event the matter is not resolved in the conference with the director or designee, the student can initiate a formal student complaint. The complaint or appeal will be submitted to the College Appeals Committee for review.

1. Complete the form found at: http://www.coastalalabama.edu/titleix/submit_a_student_complaint/
2. This complaint will be reviewed by the **College Policies Complaints and Appeals Committee**. This committee is comprised of program directors, campus directors, faculty, staff, students. Committee members and the committee chairperson shall be appointed each year by the President or designee.
3. The **College Policies Complaints and Appeals Committee** shall render a decision within 14 calendar days to the students' college email address.

4. All decisions are subject to review by the President of the College.

Step 3: A student must exhaust his/her rights under the institution's official complaint/grievance policy before advancing any complaint to the System Office of Alabama Community College System. Students may file consumer/student complaints with the Alabama Community College System by following these procedures:

1. If, after exhausting all available institutional processes, a student's complaint remains unresolved, the student may appeal to the Alabama Community College System using the System's official **Student Complaint Form**. Students may submit completed complaint forms by printing the form, signing it, and then either (1) scanning it and emailing it to complaints@accs.edu or (2) mailing it to:
Alabama Community College System
Attention: Division of Academic and Student Affairs
P.O. Box 302130
Montgomery, AL 36130-2130
2. The Division of Academic and Student Affairs will investigate the complaint within 30 days of receipt.
3. The institution which is the subject of complaint has 30 days to provide a written response to questions and/or concerns raised during the investigation. Such response may or may not contain a resolution.
4. The Division of Academic and Student Affairs will adjudicate the matter and write a report or letter to the institution and student detailing corrective action, if any is necessary, or stating that the school has no violation of policies.
5. If corrective action is needed the institution will have 30 days to comply or develop a plan to comply with the corrective action.
6. The System Office will monitor the institution's compliance to ensure the completion of any required corrective action.

Related Links:

http://www.coastalalabama.edu/titleix/submit_a_student_complaint/

<https://www.accs.edu/student-complaints/>