

03-07-00 Student Complaints

PURPOSE

The purpose of this policy is to provide guidance in equitable resolution to student complaints subject to this policy and to assist the college in identifying any serious problems or issues which impede students' educational progress.

POLICY

- A. Nashville State will develop and publish procedures for addressing student complaints of discrimination or harassment and complaints against faculty, non-faculty, other students, or the college.
- B. For complaints of discrimination or harassment, the complaint must be submitted in writing and signed by the student to the Vice President of Student Affairs and Enrollment Management or the Section 504, Title IX, Title II Coordinator. Student complaints regarding race, sex, national origin, age, disability, or veteran status discrimination/retaliation will be handled in accordance with the Nashville State Community College and Tennessee Board of Regents Sexual Misconduct, Harassment and Discrimination policies and procedures.
- C. For complaints which are not related to discrimination or harassment, complaints may be resolved through informal or formal processes.
- D. Informal processes are quick and often involve resolving misunderstandings. The informal process begins by communicating directly with the college employee and the employee's supervisor if necessary. If a satisfactory resolution is not reached at this level, the student may file a formal complaint.
- E. Formal complaints must be made in writing and signed by the student to the Vice President of Student Affairs and Enrollment Management. The Vice President or his/her designee will investigate all complaints which may include an interview with the complainant. The Vice President will respond to the complainant in writing within 15 business days. Appeals to the Vice President's decision must be made by written communication to the President who will send a written copy of his or her decision to the student within 10 business days of receipt of the appeal to the Vice President's decision. The decision of the President is final.

RELATED POLICIES

- NSCC Sexual Misconduct policies:
 - 06-00-00 General Prohibition Against Discrimination, Harassment, and Sexual Misconduct (in progress)
 - 06-00-01 Sex Discrimination, Sexual Harassment, or Sexual Misconduct (in progress)
 - 06-00-02 Sex Discrimination and Sexual Harassment (in progress)
 - 06-00-03 Discrimination and Harassment (in progress)
 - 06-00-04 Sexual Misconduct (in progress)
- [TBR Procedure P-080: Discrimination & Harassment – Complaint & Investigation Procedure.](#)
- [TBR Policy 6.02.00.00 Sex Discrimination and Sexual Harassment](#)

Approved by NSCC Cabinet 7/12/21