

**STUDENT SERVICES
OPERATIONS MANUAL**

Title: Review of Complaints	Page: 1 of 3
	Effective Date: 04/08/05
	HCC Rule:
	HCC Procedure:

Approval Signature(s):
Director of Student Services *Samela M. Neglar* **Date** 4/12/05

Vice President of Education and Student Development *[Signature]* **Date** 4/13/05

Purpose

Written complaints from the constituents we serve, particularly when considered in the aggregate, help the College identify systemic problems and opportunities for improvement. This procedure outlines the steps the College will follow to analyze written complaints submitted by students or members of the community.

Procedure

Student complaints are generally expressed in the form of a Non-Academic Grievance or an Academic Grievance and will be submitted on the appropriate forms. However, any written complaint, whether submitted as an email or in some other written form, will be accepted and acted upon as long as it contains the student's name, contact information and a general description of the problem. College administrators will maintain files of all complaints received within their respective departments, divisions or units.

Complaints from community members should be submitted on the Public Complaint Form which is available on the HCC web site. However, any written complaint, whether submitted as an email or in some other written form, will be accepted and acted upon as long as it contains the individual's name, contact information and a general description of the problem. A record of such complaints will be maintained by College administrators for their respective departments, divisions and units.

Biannually (June 30 and December 31st), the Director of Student Services will request from all administrators a report of all written complaints received and documentation of the resolution of the problem (see attached form). The Director will review the complaints to determine whether:

- complaints are being fairly and properly addressed;
- specific problems are occurring repeatedly and/or at multiple campuses and locations;
- changes or adjustments can be made to eliminate specific problems;
- repeated complaints indicate the need for view of a program or area.

The Director of Student Services will provide a report to the Vice President of Education and Student Development biannually that summarizes the student complaints and recommends corrective action where needed. A report of non-student complaints will be forwarded to the Executive Director of Marketing and Public Relations along with corrective action where needed.

OPERATIONS MANUAL

Identification: Review of Complaints	Page: 2 of 3	Effective Date: 04/08/05
--	------------------------	------------------------------------

If the Vice President concurs with the recommended corrective action, the recommendation will be forwarded to the appropriate administrator(s) for implementation.

