



Student Complaint

1. PURPOSE

This procedure establishes the guidelines for addressing student complaints in a fair, timely, and judicious way at Northern Pennsylvania Regional College (“NPRC” or the “College”).

2. APPLICABILITY

This procedure applies to all workforce development and academic students, referenced collectively as “students” when possible, enrolled at NPRC.

3. ASSOCIATED POLICIES AND DOCUMENTS

- 3.1 CLDR-1010: Policy Review Schedule
- 3.2 NPRC-1205: Sexual Discrimination and Sexual Misconduct
- 3.3 PROC-1205: Sexual Discrimination and Sexual Misconduct
- 3.4 FORM-1205-01: Sexual Discrimination and Sexual Misconduct Online Complaint
- 3.5 NPRC-1210: Nondiscrimination
- 3.6 PROC-1210: Nondiscrimination
- 3.7 FORM-1210-01: Nondiscrimination Online Complaint
- 3.8 NPRC-3235: Behavioral Code of Conduct for Students
- 3.9 PROC-3235: Behavioral Code of Conduct for Students
- 3.10 FORM-3235-01: Behavioral Code of Conduct for Students Online Complaint
- 3.11 NPRC-3260: Student Complaint
- 3.12 FORM-3260-01: Student Online Complaint-Academic
- 3.13 FORM-3260-02: Student Complaint Tracking-Academic
- 3.14 FORM-3260-03: Student Online Complaint-Non-Academic (General)
- 3.15 FORM-3260-04: Student Complaint Tracking-General

4. DEFINITIONS

- 4.1 A business day is a day of normal college operation.

- 4.2 A Workforce Development Instructor is any individual who teaches a non-credit class or provides a non-credit training experience sanctioned by the College.
- 4.3 A Workforce Development Student is any individual enrolled in any non-credit class or provides a non-credit training experience sanctioned by the College.
- 4.4 Academic Faculty is any instructor (part-time or full-time) who teaches one or more course(s) for academic credit at the College.
- 4.5 An Academic Student is any individual enrolled in any credit-bearing course(s) of instruction offered by the College.
- 4.6 An Academic Complaint is a report made by a student relating to the final grade in a specific course or a pattern of unfair academic practices carried out by an instructor.
- 4.7 A Non-Academic Complaint (General Complaint) is a report made by a student or participant relating to classroom experiences or other experiences that a student or participant believes to be unjustified and that does not fall under the definition of academic complaint, discrimination complaint, or other defined complaint.
- 4.8 A Discrimination Complaint is a report made by a student or participant that meets the parameters outlined in NPRC-1205: Sexual Discrimination and Sexual Misconduct or NPRC-1210: Nondiscrimination to qualify as a violation of those respective policies.

5. PROCESSES, TIMELINES, AND RESPONSIBILITIES

- 5.1 Any student may file a complaint related to an alleged violation of NPRC policy or to their experience as a student at NPRC as applicable.
- 5.2 Student complaints fall into three (3) basic categories: Academic, Non-Academic (General), and Discrimination.
- 5.3 Initiation of an academic complaint requires the student to confer directly with the faculty and any college personnel involved in the complaint to try to resolve the complaint informally. Conference(s) can be conducted in-person, virtually, or through college-assigned email accounts. Personnel involved are required to retain documentation of the meeting, the subject(s) discussed, and the decision or conclusion reached.
- 5.4 Prior to initiating a non-academic complaint (general complaint) or a discrimination complaint, the student is encouraged, but not required, to confer directly with any college personnel involved in the complaint to try to resolve the complaint informally. Conference(s) can be conducted in-person, virtually, or through college-assigned email accounts. Personnel involved are required to retain documentation of the meeting, the subject(s) discussed, and the decision or conclusion reached.
- 5.5 When a conflict or complaint cannot be satisfactorily resolved informally among the parties directly involved, the student may address the issue through the formal complaint process, in accordance with the timeline established within applicable policies or procedures, as outlined here:

- 5.6 For an Academic Complaint, the student must submit FORM-3260-01: Student Online Complaint-Academic within five (5) business days after final grades are due for the academic term, as published on the Academic Calendar, applicable to the complaint.
- 5.6.1 Upon receipt of FORM-3260-01: Student Online Complaint-Academic, the appropriate academic director will conduct an inquiry that includes reviewing relevant documents or communicating with the instructor or student as necessary. The inquiry will conclude, and a decision will be communicated to the instructor and student through college-assigned email accounts prior to the close of business on the fifteenth (15th) day following receipt of the complaint.
- 5.7 For a Non-Academic Complaint (General Complaint) not related to an alleged violation of NPRC-3235: Behavioral Code of Conduct for Students, the student must submit FORM-3260-03: Student Online Complaint-Non-Academic (General) by the close of business within five (5) days of the occurrence of the incident(s) or behavior(s) prompting the complaint.
- 5.7.1 Upon receipt of FORM-3260-03: Student Online Complaint-Non-Academic (General), the applicable Vice President will conduct an inquiry that includes reviewing relevant documents or communicating with the student or other relevant parties as necessary. The inquiry will conclude, and any resulting non-personnel-related action taken will be communicated to the student and other relevant parties through college-assigned email accounts prior to the close of business on the fifteenth (15th) day following receipt of the complaint. No appeal may be submitted regarding this type of complaint.
- 5.8 For a Non-Academic Complaint (General Complaint) related to an alleged violation of NPRC-3235: Behavioral Code of Conduct for Students, the student must submit FORM-3235-01: Behavioral Code of Conduct for Students Online Complaint by the close of business within five (5) days of the occurrence of the incident(s) or behavior(s) prompting the complaint. The complaint will be investigated and adjudicated in compliance with NPRC-3235: Behavioral Code of Conduct for Students and PROC-3235: Behavioral Code of Conduct for Students.
- 5.9 For a Discrimination Complaint related to an alleged violation of NPRC-1210: Nondiscrimination, the student must submit FORM-1210-01: Nondiscrimination Online Complaint by the close of business within five (5) days of the occurrence of the incident(s) or behavior(s) prompting the complaint. The complaint will be investigated and adjudicated in compliance with NPRC-1210: Nondiscrimination and PROC-1210: Nondiscrimination.
- 5.10 For a Discrimination Complaint related to an alleged violation of NPRC-1205: Sexual Discrimination and Sexual Misconduct, the student must submit FORM-1205-01: Sexual Discrimination and Sexual Misconduct Online Complaint by the close of business within ten (10) days of the occurrence of the incident(s) or behavior(s) prompting the complaint. The complaint will be investigated and

adjudicated in compliance with NPRC-1205: Sexual Discrimination and Sexual Misconduct and PROC-1205: Sexual Discrimination and Sexual Misconduct.

5.11 To appeal a decision made by an academic director regarding an Academic Complaint, the student or applicable faculty must provide a written statement through college-assigned email explaining the complaint, the decision, and the student’s justification for requesting to the Vice President of Academic and Student Affairs (VPASA) within five (5) business days following the issuance of the decision.

5.11.1 Appeals can be made under the following circumstances:

5.11.1.1 A procedural error or omission occurred that significantly impacted the outcome of the hearing.

5.11.1.2 Presentation of new, unknown, or unavailable evidence that was not previously considered that could substantially impact the original finding or sanction.

5.11.1.3 The imposed sanctions fall outside the range of sanctions designated for the offense.

5.11.2 The Vice President of Academic and Student Affairs will conduct an inquiry that includes reviewing relevant evidence or communicating with involved parties as necessary. The inquiry will conclude, and a decision will be communicated to all involved parties through college-assigned email accounts, within ten (10) business days. This decision is final.

5.12 For appeals regarding decisions related to Discrimination Complaints or alleged violations of NPRC-3235: Behavioral Code of Conduct for Students, refer to NPRC-1210: Nondiscrimination, NPRC-1205: Sexual Discrimination and Sexual Misconduct, or NPRC-3235: Behavioral Code of Conduct for Students as applicable.

6. REVIEW STATEMENT

Procedures are reviewed as needed or when the related policy is reviewed in accordance with CLDR-1010: Policy Review Schedule.

7. APPROVAL

Signature on File

Name

Title

Date

Revision Notes: Procedure in Approved