

GENERAL STUDENT COMPLAINT PROCEDURE

If you have a complaint or problem, you are encouraged to follow the Student Complaint Procedure. You should discuss complaints with the individual(s) within the appropriate department. Initial discussion should be with the person most knowledgeable of the issues involved or with immediate decision-making responsibility.

If you feel that the complaint has not been fully addressed, a written account should be submitted to the Dean of Student Affairs if related to non-academic issues or to the Dean of Undergraduate or Graduate Studies for academic issues. The written account should indicate your name, phone number, and student ID number and discuss the steps you have taken to remedy the situation. The appropriate College staff member or department will be notified of the complaint.

A follow-up meeting with you and the Dean of Student Affairs and/or the Dean of Undergraduate or Graduate Studies will be held within ten school days of the date of the written complaint in an effort to resolve the issue. If you are not satisfied with the results, you may file an appeal with the President's Office. The appeal should be in writing and contain your name and phone number. You should summarize the steps you have taken to remedy the situation and indicate why the results are not satisfactory. You will hear the results of the appeal within ten class days from the date the appeal is received.

If you follow this complaint procedure and still feel dissatisfied with the results, you may send a written copy of the complaint to:

The New Hampshire Department of Education
101 Pleasant Street | Concord, NH | 03301-3494
Telephone: (603) 271-3494 | TDD Access: Relay NH 711

Or you may contact:
New England Association of Schools & Colleges
Commission on Institutions of Higher Education
3 Burlington Woods, Suite 1000 Burlington, MA 01803

Please review the student handbook for detailed information about other types of complaints or grievances including discrimination, Title IX, academic and grade appeals.