

## **STUDENT COMPLAINT RESOLUTION POLICY**

### **SUMMARY**

Suffolk County Community College (“College”) is committed to providing quality education and support services for our students. Accordingly, the College has established a student complaint process to allow students to identify problems which need to be evaluated, referred, and addressed. Additionally, tracking student complaints will allow the College to monitor the quality of services provided in accordance with accreditation standards set forth in 34 CFR 602.16(a)(1)(ix).

## **II. Complaints Not Covered by This Policy**

A.

#### **IV. Formal Complaint Resolution**

If a student is unable to resolve his or her concerns informally, the College's formal complaint process may be employed. This process, outlined below, should be initiated within thirty (30) days of the failed informal resolution, if applicable.

##### **Step 1**

A formal complaint is filed electronically at: