

Metropolitan Community College

STUDENT COMPLAINTS

7.201000 DR
DISTRICT REGULATION

PURPOSE	Metropolitan Community College encourages student communication with administration, faculty, and staff regarding college operations and procedures and encourages students to use existing policies, personnel, and departmental offices to express specific concerns. MCC will uphold procedures for student complaints, offering both informal and formal resolution processes.
DEFINITIONS	The following definitions shall apply to this regulation. <u>General Complaint:</u> A general complaint is a complaint regarding the services provided by the college. <u>Instructional Complaint:</u> An instructional complaint refers to classroom activities, labs, and interactions. <u>Business Day:</u> Any day that the college is open and operating under normal business hours.
REGULATION MODIFICATION	This regulation may be modified or revoked by the Chancellor through the shared governance process established at the institution.
ENFORCEMENT	This regulation and any applicable related procedures shall be strictly enforced. Violations may result in disciplinary action, up to and including termination.
VALUES ALIGNMENT	People
REFERENCE	7.20000 BP Student Rights & Responsibilities 7.21010 OP Student Complaints

ADOPTION: April 24, 2026
REVISED: (Date(s) approved)
OFFICE OF RESPONSIBILITY: Chief Student Services Officer