

STUDENT COMPLAINTS

7.21010 OP
OPERATIONAL
PROCEDURE

OVERVIEW

The Metropolitan Community College is committed to providing an environment where the rights of all students are protected and where concerns regarding those rights are reviewed and resolved in an appropriate manner. This procedure outlines the steps a student should take to file a general or instructional complaint about the college.

PROCESS

This procedure is designed to provide a clear, structured process for individuals to raise concerns or grievances, ensuring that complaints are addressed fairly, consistently, and promptly.

EXEMPTIONS

The following types of complaints are not considered general or instructional complaints and are addressed under separate policies and procedures. These include Student Conduct, Sexual Harassment, Sex Discrimination, General Discrimination, Financial Aid, or Grade appeals.

INFORMAL
PROCESS

Students are encouraged to discuss general or instructional complaints with the MCC employee with whom they have a concern. A positive resolution can often be reached through this process.

When a complaint cannot be resolved through discussion with the MCC employee, students should contact the immediate supervisor of the individual or department with whom they have a concern. For instructional complaints, students should contact the appropriate division chair for the instructor or staff member.

FORMAL PROCESS

If the issue is not resolved after speaking with the supervisor or division chair, the student may submit a written complaint using MCC's Student Complaint Form available on the website or in the campus dean's offices. General complaints are reviewed by the Dean of Student Development and Enrollment. Instructional complaints are reviewed by the Dean of Instruction. The Dean will provide the student a written resolution no later than 30 business days after receiving the form.

ADOPTION: April 24, 2026

REVISED: (Date(s) approved)

OFFICE OF RESPONSIBILITY: Chief Student Services Officer

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REQUEST REVIEW

Students who are dissatisfied with the Dean's resolution may submit a written request for review to the campus Vice President within 10 business days of the Dean's written response. This request must state why the Dean's determination is not acceptable and provide documentation to support the claim. The Vice President will provide the student a written response no later than 30 business days after receiving the student's request. The Vice President's decision will be final.

Students who have exhausted the internal MCC complaint procedure and are dissatisfied with the results may file a complaint through the Missouri Department of Higher Education and Workforce Development (MDHEWD). MDHEWD's contact information and complaint procedures can be found in the Consumer Information section of the MCC website.

PROCEDURE
MODIFICATION

This procedure must be reviewed regularly by the Chief Student Services Officer at a minimum of every five years.

ENFORCEMENT

This operational procedure and applicable regulations shall be strictly enforced. Violations may result in disciplinary action up to and including termination.

VALUES
ALIGNMENT

Excellence, People

NOTIFICATION

The responsible officer will ensure districtwide communication is made within 30 days of approval through the college-wide communication platform available.

REFERENCE

7.20000 BP Student Rights and Responsibilities
7.21000 DR Student Complaints