

HOW TO RESOLVE A COMPLAINT OR GRIEVANCE

For students who wish to file a complaint, a grievance, or appeal a decision, LSSC has adopted both an informal and formal process to ensure that students have access to a fair, equitable and timely course of action. As outlined in LSSC Administrative Procedure 4-14 (https://www.lssc.edu/wp-content/uploads/PRO_4-14.pdf), students have the right to appeal administrative decisions and are encouraged to use available informal means in the resolution of the complaint prior to filing a formal appeal. No retaliation of any kind shall occur against a student for participation in a complaint or grievance.

If the matter cannot be resolved through the informal process as shown in the LSSC Resolution of Student Complaints/Grievances Chart (<https://lssc-public.courseleaf.com/college-policies-procedures/student-complaints-grievances/resolution-student-complaints-grievances-chart/>), the student may elect to proceed with a formal Student Appeal (<https://lssc-public.courseleaf.com/college-policies-procedures/student-complaints-grievances/student-appeals/>).

For more information on the student appeal process, please see LSSC Administrative Procedure 4-14. (https://www.lssc.edu/wp-content/uploads/PRO_4-14.pdf)

The following references are provided to address complaints covered by other procedures:

- a. Student grade appeals are to be addressed according to LSSC Administrative Procedure 3-07 (https://www.lssc.edu/wp-content/uploads/PRO_3-07.pdf).
- b. Discrimination complaints are to be addressed according to LSSC Administrative Procedure 2-07 (https://www.lssc.edu/wp-content/uploads/PRO_2-07.pdf).
- c. Students may appeal for tuition refunds according to LSSC Administrative Procedure 4-07 (https://www.lssc.edu/wp-content/uploads/PRO_4-07.pdf).
- d. Grade withdrawal and forgiveness are governed by LSSC Administrative Procedure 4-08 (https://www.lssc.edu/wp-content/uploads/PRO_4-08.pdf).