



Policy: NPRC-9260: Student Complaint  
Origination: 03-21-2019  
Approved: 05-13-2022  
Effective: 05-13-2022  
Reviewed:  
Updated:

## **Subject: Student Complaint**

### **1. PURPOSE**

This policy provides a framework for processing student complaints in a fair, timely, and judicious way at Northern Pennsylvania Regional College (“NPRC” or the “College”).

### **2. SCOPE AND APPLICABILITY**

This policy is applicable to all academic and workforce development students (referenced collectively at students within this policy), instructors, staff, and administrators of NPRC.

### **3. REFERENCES**

- 3.1 PROC-3260: Student Complaint
- 3.2 NPRC-1205: Sexual Discrimination and Sexual Misconduct
- 3.3 NPRC-1210: Nondiscrimination

### **4. DEFINITIONS**

- 4.1 Academic Faculty is any instructor (part-time or full-time) who teaches one or more courses for academic credit at the College.
- 4.2 A Workforce Development Instructor is any individual who teaches a non-credit class or provides a non-credit training experience sanctioned by the College.
- 4.3 An Academic Student is any individual enrolled in any credit-bearing course(s) of instruction offered by the College.
- 4.4 A Workforce Development Student is any individual enrolled in any non-credit class or provides a non-credit training experience sanctioned by the College.
- 4.5 An Academic Complaint is a report made by a student relating to the final grade in a specific course or a pattern of unfair academic practices carried out by the instructor.

- 4.6 A Non-Academic Complaint is a report made by a student or participant relating to classroom experiences or other experiences that a student or participant believes to be unjustified and that does not fall under the definition of academic complaints.
- 4.7 A Discrimination Complaint is a report made by a student or participant that meets the parameters outlined in NPRC-1205: Sexual Discrimination and Sexual Misconduct or NPRC-1210: Nondiscrimination to qualify as a violation of those respective policies.

## **5. POLICY**

- 5.1 Any student who feels they have been treated unfairly may file a complaint as applicable. Student Complaints fall into three (3) basic categories: Academic, Non-Academic, and Discrimination.
- 5.2 Students may initiate a complaint through the processes outlined in PROC-3260: Student Complaint.
  - 5.2.1 Academic Complaints will be resolved by the Academic Director responsible for course content oversight.
  - 5.2.2 Non-Academic Complaints will be resolved by Director of Student Services.
  - 5.2.3 Discrimination Complaints will be resolved in accordance with the responsibilities outlined within NPRC-1205: Sexual Discrimination and Sexual Misconduct or NPRC-1210: Nondiscrimination as applicable.
- 5.3 The College personnel identified as appropriate for the type of complaint will execute the process necessary for resolution of the complaint as outlined in PROC-3260: Student Complaint.
- 5.4 Students and participants may appeal the complaint decision, in writing, to the Vice President of Academic and Student Affairs (VPASA) following the process outlined in PROC-3260: Student Complaint or as specified by NPRC-1205: Sexual Discrimination and Sexual Misconduct when applicable. The decision of the VPASA regarding the appeal is final.

## **6. RESPONSIBILITIES AND TIMELINES**

- 6.1 Students are responsible for reporting conduct that is believed to be in violation of this policy as outlined in PROC-3260: Student Complaint.

- 6.2 The Director of Applied Studies and the Director of Arts and Sciences are responsible for the execution of this policy and its respective resolution processes as related to academic complaints as outlined PROC-3260: Student Complaint.
- 6.3 The Director of Student Services is responsible for the execution of this policy and its respective resolution processes as related to non-academic and discrimination complaints as outlined in PROC-3260: Student Complaint and in alignment with NPRC-1205: Sexual Discrimination and Sexual Harassment.
- 6.4 The Vice President of Academic and Student Affairs is responsible for the oversight and administration of this policy.

**7. REVIEW STATEMENT**

Review of this policy will occur in alignment with CLDR-1110: Policy Review Schedule.

**8. SIGNATURES**

*Signature on file*

Chair, Board of Trustees	Date

*Signature on file*

President	Date

Attachments:

Distribution: Board of Trustees; <https://regionalcollegepa.org>

Revision Notes: Policy in Revision