

COMPLAINT PROCEDURES FOR STUDENTS – INSTRUCTION RELATED

If a student has a specific complaint about classroom instruction or program procedures/guidelines at the campus he/she is attending, the following steps should be taken. A student has the right to appeal a College decision that he/she believes to have an adverse effect on his/her pursuit of an education or participation in College programs. (For sexual misconduct or disciplinary issues, follow appropriate College guidelines as outlined in the Student Handbook or website for student discipline or in Sexual Misconduct Policy).

Step 1: Meet with the Instructor.

The student should discuss the complaint with the person the grievance is addressing--the person closest to the situation (instructor).

Step 2: Meet with the department chair/director.

The student should ask to meet jointly with the instructor and the Department Chairperson/Program Director if the issue has not been resolved in the initial meeting. If the issue is with an online course, email the Distance Learning Department at distancelearning@hindsgcc.edu.

Step 3: Submit a written complaint to the appropriate dean.

If not resolved at first two levels, the student should **submit a written complaint** including related documentation and remedy sought to the appropriate dean responsible for the department. The dean will confirm that the student has followed the appropriate complaint procedures and sought a resolution. The dean will provide the student a written decision on the resolution of the complaint within seven (7) business days. If the student wishes to progress to the next step in the process, the student has seven (7) business days to respond.

Step 4: Instructional Appeals Committee.

If the student does not accept the resolution from the dean, he/she may request for a review of the written complaint to be sent to the Instructional Appeals Committee. The Committee Chairperson will respond to the written request within seven (7) working days. The Committee Chairperson will send a written response to the student filing the complaint. Results will be filed with the instructional dean or e-Learning Dean and he/she shall maintain written instructional student complaints initiated for that campus.

For complaints violating State law, including laws related to fraud or false advertising, students may follow the State complaint process from the Mississippi Commission on College Accreditation (MCCA) at http://www.mississippi.edu/mcca/student_complaint_process.asp. The MCCA will not respond to complaints until the student has exhausted all grievance procedures provided by the institution.

COMPLAINT PROCEDURES FOR STUDENTS — NON-INSTRUCTIONAL RELATED

If a student has a specific complaint about student services or program procedures/guidelines (i.e. Housing, Counseling, Cafeteria, Admissions, Police, etc.) at the campus he/she is attending, the following steps should be taken. A student has the right to appeal a College decision that he/she believes to have an adverse effect on his/her pursuit of an education or participation in College programs. For sexual harassment or disciplinary issues, follow appropriate College guidelines as outlined in Student Handbook.

Step 1: Meet with the person with whom the complaint began.

The student should discuss the complaint with the person the grievance is addressing--the person closest to the situation.

Step 2: Meet with department director (or leader of the department).

The student should ask to meet jointly with the person with whom the grievance began and the department director (or leader the department), if the issue has not been resolved in the initial meeting. If the issue is with an online student, email the Distance Learning Department at distancelearning@hindsgcc.edu.

Step 3: Submit a written complaint to the appropriate dean.

If not resolved at first two levels, the student will [submit a written complaint](#) including related documentation and remedy sought to the appropriate dean responsible for the department. The dean will confirm that the student has followed the appropriate complaint procedures and sought a resolution. The dean will provide the student a written decision on the resolution of the complaint within seven business days. If the student wishes to progress to the next step in the process, the student has seven (7) business days to respond.

Step 4: Local Student Services Committee.

If the student does not accept the resolution from the dean, he/she may request a hearing before the local Student Services Committee. The Committee Chairperson will respond to the request for a hearing within seven (7) working days. (Online students may request a video hearing.) Results will be filed with the student services/operating dean and he/she shall maintain written non-instructional student complaints initiated for that campus.

For complaints violating State law, including laws related to fraud or false advertising, students may follow the State complaint process from the Mississippi Commission on College Accreditation (MCCA) at http://www.mississippi.edu/mcca/student_complaint_process.asp. The MCCA will not respond to complaints until the student has exhausted all grievance procedures provided by the institution.

THE STUDENT SHOULD COMPLETE THE FOLLOWING INFORMATION FOR A WRITTEN COMPLAINT:

Please complete this fillable form and submit electronically to the appropriate college employee listed on the following page or email your concern to studentcomplaint@hindscc.edu or this form can be delivered to the employee's office. If you have any questions, please contact the District Dean of Student Services at 601-885-7002 or via email at tyrone.jackson@hindscc.edu. We look forward to assisting you in resolving this matter.

STUDENT COMPLAINT FORM

Name: Enter First and Last Name

College ID#:

Mailing Address:

City, State, and Zip Code:

Telephone Numbers: (Home): (Cell):

Email address:

Campus: Course (if applicable): (EX: ENG 1113 RYYA) Instructor:
If not classroom related, name of the department:

Date of Complaint:

Please explain in detail why you are filing this complaint.

What is your expected outcome?

Electronic Signature: By entering my birth date and initials here, I give Hinds Community College permission to request documents necessary to verify the contents of this complaint.

Birth date: Birth Date Required

Initials: Initials Required

RAYMOND CAMPUS				
Name	Title	Office	Email	Phone
Deandre House	Dean of Students	Denton #209	Deandre.House@hindscc.edu	601-857-3353
Dr. Ben Cloyd	Academic Dean	Herrin - Stewart #310	BGClloyd@hindscc.edu	601-857-3237
Cindy West	Career Technical Dean	Gibbes Hall #114	CISWest@hindscc.edu	601-857-3315
RANKIN CAMPUS				
Carol McLaurin	Dean of Students	Administration Classroom #108	CISWest@hindscc.edu	601-936-5552
Gary Fox	Academic Dean	George Wynne 112	GMFox@hindscc.edu	601-936-5553
Sherry Franklin	Career Technical Dean	Muse Center #103	SDFranklin@hindscc.edu	601-936-5550
UTICA CAMPUS				
Dr. Tim Rush	Dean of Students	J L Stokes Student Center Suite 208	TWRush@hindscc.edu	601-885-7005
Dr. Marquis Loving	Academic Dean	Walter Washington #104	MLLoving@hindscc.edu	601-885-7004
Kenisha Shelton	Career Technical Dean	Ples McCadney 104-2	Kenisha.Shelton@hindscc.edu	601-885-7039
JACKSON Academic Technical Center				
Dr. Leroy Levy	Dean of Jackson Campus Academic Technical Center	Alexander #202	LLevy@hindscc.edu	601-987-8161
Dr. Shakira Cain	Academic Dean	Bivins #102-B	Shakira.Cain@hindscc.edu	601-987-8751
Dean Sharon Hudson	Career Technical Dean	Alexander #202	SRHudson@hindscc.edu	601-987-8162
JACKSON NURSING/ALLIED				
Dr. Libby Mahaffey	Dean of Jackson Campus Nursing & Allied Health Center	Annex Lower-Level	EHMahaffey@hindscc.edu	601-376-4950
VICKSBURG				
Marvin Moak	VP/Dean of Vicksburg Campus	Banks #5	MEMoak@hindscc.edu	601-629-6804

E-LEARNING

Keri Cole	Dean of E-Learning	McLendon Library #110(Raymond)	KBCole@hindsc.edu	601-857-3624
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