



RMC Student Complaint Policy

Definition: A complaint is a written statement by a student that the treatment he or she received from an RMC employee is not consistent with RMC policies. The complaint policy provides guidelines to promote constructive dialogue, understanding, and resolution of student complaints. This policy is not intended to cover curricular or grade appeals as such concerns are addressed through the Academic Standards Procedures.

Complaint Process:

1. Discuss Complaint Informally with RMC Employee (resolution opportunity one)

If the complaint involves RMC faculty or staff, then the student should discuss the complaint informally with that faculty or staff. Both parties should discuss the issue in good faith by attempting to understand the other's perspective, explore alternatives, and attempt to arrive at a satisfactory resolution to the complaint.

2. Express Complaint in Writing

If the student is dissatisfied with the informal complaint resolution described above, the student should express the complaint in writing and submit the written complaint within 30 days to the a) Academic Vice President or b) Dean of Student Life, as appropriate.

3. Response (resolution opportunity two)

On receipt of the student's written complaint, the Academic Vice President or Dean of Student Life should, when relevant, ask the employee for a written response within five (5) instructional days following receipt of the student's written complaint. The employee will then have five (5) days to submit a written response to the complaint. Supporting materials may be requested from either the employee or student. The AVP or Dean of Student Life may, at this point, request a meeting with either or both of the parties to attempt to resolve the complaint.

4. Resolution (resolution opportunity three)

If after discussion, mediation, and review of materials at the conference the involved parties have been unable to find a mutually acceptable resolution, the AVP or Dean of Student Life shall render a decision on the complaint to all relevant parties within five (5) instructional days and provide a written copy of his/her decision of the complaint to each involved party.