

OWENS COMMUNITY COLLEGE  
PROCEDURES

**Campus and Community Complaint Process**

**Board Policy No.:**  
**3358:11-3-66**

**PROCEDURES:**

- (1) Any member of the college community, or a community member not affiliated with the college, may submit complaints for review, and when appropriate, necessary action.
- (2) Complaints will only be accepted online, using a link from the Chief Student Affairs Officer web page.
  - a. Owens Community College Link:  
<https://www.owens.edu/student-services/>
- (3) A response and follow up action will be taken in a timely manner by the area most directly connected to the content of the complaint.
- (4) Complaints received that relate to an already established college process, will be directed to the responsible area and respective designee for action and follow up.
- (5) A regular review, twice in the calendar year, will take place to identify trends in complaint content, and identify opportunities for continuous improvement. This review will be facilitated by the Chief Student Affairs Officer and will include campus stakeholders as needed.
- (6) The Higher Learning Commission also provides a complaint process to members of the public about an accredited or candidate institution.
  - a. Higher Learning Commission Link:  
<https://www.hlcommission.org/Student-Resources/complaints.html>

Effective Date            August 17, 2019

The procedures conform to the policy, effective August 17, 2019, as approved by the Board of Trustees.