

Student Instructional Complaint/Appeal Process

COMPLAINT PROCESS

From time to time, issues may arise which result in a student having a complaint about the instruction or grades received during a course. In all instances, the student should seek resolution with his/her faculty member directly. If a student is unable to resolve the concern after working with the instructor, the formal complaint process may be initiated.

This formal process provides a system by which a student can make a complaint concerning (1) instruction during a course, (2) faculty conduct, or (3) course grades.

To initiate an instructional complaint, begin by filling out the form available at www.ptc.edu/complaint and submit the form to the faculty member's direct supervisor. Contact information is available on the Academic Programs by Division directory found on pages 56-57 of this publication.

Following investigation of the complaint, an instructor's supervisor will make a binding decision. In cases where an academic dean is not the direct supervisor of the instructor in question, the appropriate dean will sign-off on the decision before the supervisor provides a written response to the student making the complaint. The supervisor has 10 instructional weekdays (days that classes are in session) to provide a written response to a student's complaint.

APPEAL PROCESS

Following the decision, if the student feels that due process was not followed, the appeal process may be used to challenge the decision reached during the complaint process. An appeal must be submitted within 10 instructional weekdays (days that classes are in session) following the decision being appealed.

The person filing the appeal should use the form available at www.ptc.edu/appeal, and should submit the form to the office of the Vice President for Academic Affairs. Upon receiving the appeal, the Vice President will have 10 instructional weekdays (days that classes are in session) to respond to the appeal. The Vice President will convene and chair a committee composed of the following individuals: Vice President for Academic Affairs (or designee), President's designee, a faculty member from another academic division of the college, the Associate Vice President of Student Affairs (or designee).

The appealing party will be provided the opportunity to present a case for appeal before the committee and should be prepared to answer questions. The committee may also interview college faculty who were involved in the original decision being appealed.

The Vice President will provide the person bringing the appeal the committee's decision in writing. This decision is final and binding.