

The Office of Student Affairs Student Grievance Procedures

New York City College of Technology is committed to respecting all members of our campus community and providing a quality educational experience for all students. The objective of the Student Grievance Policy and Procedures is to ensure that the concerns and complaints of our students are addressed fairly and are resolved promptly. Complaints related to this policy are usually the result of behavior that the student feels is unjust, inequitable, or creates an unnecessary hardship. Students may not file complaints that are governed by other College complaint or appeal procedures. Examples of these other procedures include:

- ADA (Disability) Complaints
- Sexual Harassment Complaints
- Discrimination Complaints
- Faculty Conduct Complaints

Examples of complaints that a student may file using the Office of Student Affairs Complaint form include the following:

- Incompetent or inefficient service that creates unnecessary hardship for the student
- Neglect of duty
- Conduct unbecoming of a staff member, administrator, or office

You may also find many of these policies in the online Student Handbook and the Catalog. If there is a question regarding which complaint procedure is the most appropriate, students should contact the **Office of Student Affairs, Namm 325**. After consulting with the complaining student, a Student Affairs representative will direct the student to the most appropriate procedure. Please note, when appropriate, Student Affairs will inform Academic Affairs personnel of the complaint and Academic Affairs will be involved in the resolution.

Procedures

Whenever possible, students are encouraged to seek an informal resolution of the matter directly with the staff, or office involved. Often a complaint can be resolved in this way. However, if an informal approach is neither successful nor advisable, the student should use the following procedure:

1. A student complaint form should be submitted to the Office of Student Affairs. Students may retrieve a form from the **Office of Student Affairs in Namm 325**. Any relevant documentation must be submitted by the student at the time the complaint is filed.
2. Upon receipt of a completed form, the Office of Student Affairs representative will notify appropriate persons and request any additional information or documentation needed to resolve the complaint.
3. The Office of Student Affairs representative may attempt to resolve the complaint by encouraging discussion between the student(s) and the staff member/administrator or by taking the appropriate action to resolve complaint. A review of the complaint with the supervisor(s) or others in the line of supervision may be used when deemed appropriate and beneficial to the process.
4. When possible, the final resolution (or a finding of “unfounded”) will be filed in the Vice President of Enrollment and Student Affairs Office (30) thirty days from the date the complaint is filed. If there are circumstances requiring an extension of this deadline, the Student Affairs representative assigned to the complaint will notify the parties involved.
5. A record of all complaints and their resolution will be documented and the records will be kept in the Vice President of Enrollment and Student Affairs Office in Namm 300.
6. Annually, a committee will be convened to review and assess the data compiled from all recorded complaints. They will determine any relevant patterns and make recommendations for corrective action to mitigate future complaints. The Vice President for Enrollment and Student Affairs will communicate these recommendations to the respective offices who will incorporate the corrective actions accordingly.