

Complaint Procedure

Most questions or complaints can be handled through routine college channels. In general, students wishing to review the action of a particular individual or department should direct their question to the persons responsible for the individual or department in the college organizational structure. If the student does not know who to contact, he or she may contact the Dean of Student Services or the Counseling Center for information. If additional assistance is needed, a student is encouraged to file a formal written grievance in accordance with the following steps:

1. Submit a complaint in writing by filling out the Student Relations form. This form is available below or can be obtained at the Counseling Center. The form should be directed to the chairman of the Student Welfare Committee or designee.
 2. The student will be notified in writing within five (5) working days of receiving the complaint as to the length of time it will take to resolve the issue.
 3. The Student Welfare Committee will investigate the complaint.
 4. The student will be contacted by the Student Welfare Committee within ten (10) days of the written response to determine his/her satisfaction with the proposed solution and to be sure that the provisions of the solution had been implemented.
 5. If the student is not satisfied with a proposed solution, he/she may request that the complaint be considered by the college president. The decision of the college president is final.
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STUDENT RELATIONS FORM

First Name: _____ Last Name: _____

Mailing Address: _____

Telephone Number: _____ Email Address (Optional): _____

Status in Relation to Western Texas College

Please indicate your status below:

Full-Time ____ Part-Time ____ Dual Credit ____ VCT ____

Do you reside:

On-Campus ____ Off-Campus ____

Please describe the nature of your complaint. You may attach additional sheets if necessary.