



Student Complain Process
Campus Procedure 280.0
General

I. Purpose and Scope

This procedure outlines the process for receiving, documenting, and resolving informal non-academic student complaints related to student affairs. All other relevant appeals, incident reports, and grievance processes are detailed in their campus procedure, the student handbook, and academic catalog.

II. Definitions

N/A

III. Procedure

Students wishing to submit a complaint unrelated to a grade appeal, discrimination or other grievance that has a separate procedure or policy, should utilize the Student Complaint [form](https://www.uaccb.edu/student-complaint-form/) located at <https://www.uaccb.edu/student-complaint-form/>. Formal complaints will contain the student’s name, contact information, a general description of the complaint and expected outcome. The resolution of student complaints can be conducted with students in person, through phone, or online via UACCB email.

Campus units that are a part of the Student Complaint form process include, but are not limited to, the following: Academics, Student Affairs, Finance, Facilities & Auxiliary Services, Chancellor’s Office, Human Resources, Information Technology.

The log for complaints will include the date/semester, department, complaint narrative, steps of resolution, final decision, reply/communication date, and any external actions recommended and/or taken because of the complaint. All complaint logs will be submitted by each related director/report to the respective administrator at the end of each academic term (Fall, Spring, Summer I, Summer II). The complaint logs, if any, will be reviewed bi-annually to determine additional procedural needs or trends that warrant corrective action within each campus unit. Students are encouraged to resolve college-related problems through the informal and formal appeals/grievance process.

Note: The Student Complaint Form and process does not bypass the formal grievance processes for academic and non-academic issues.

IV. Related Information

This version of Campus Procedure 280.0 consolidates previous procedures 280.1, 280.2, 280.3, 280.4, 280.5.

The student complaint log form information is compiled directly from the form submissions and reported by the respective administrators bi-annually, if needed, to the Cabinet in the following format:

UNIVERSITY OF ARKANSAS COMMUNITY COLLEGE AT BATESVILLE					
Student Complaint Log					
Date/Term	Dept/Division	Complaint	Resolutions Steps	Response Date	External Actions

V. Revision History

Effective Date: June 7, 2023

Revised Date: February 19, 2025