

**EASTERN WEST VIRGINIA COMMUNITY & TECHNICAL COLLEGE
BOARD OF GOVERNORS
POLICY NO. BP-4.6**

TITLE: TRACKING OF STUDENT COMPLAINTS

SECTION 1. GENERAL

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| 1.1 | Scope - | This policy states the College's position in regard to the recording, tracking and disposition of written complaints submitted by students to College administrators. |
| 1.2 | Authority - | Higher Learning Commission of the North Central Association of Colleges and Schools Policy IV.B.4 Institutional Records of Student Complaints (1998). Federal Law – Campus Crime and Student Right to Know, Sec. 485(f), 34 CFR 668.46 and Federal Financial Aid 34 CFR 668. |
| 1.3 | Effective Date | February 1, 2004 |

SECTION 2. STATEMENT

The Eastern West Virginia Community & Technical College Board of Governors affirms compliance with federal regulations and the Higher Learning Commission Policy with regard to the recording, tracking and disposition of written student complaints. Formal written complaints, submitted to any senior administrator, will be officially logged by the Dean for Learner Support Services. In addition, complaints forwarded to the College by the Higher Learning Commission will be tracked by this policy.

BOARD OF GOVERNORS, CHAIR

February 1, 2004

DATE