

## Operational Memorandum

No: FLD-702  
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North Lake College  
Dallas County Community College  
District  
**Effective date:** April 22, 2003;  
Revised: August 20, 2010  
**Authority:** BTPAPM FLD (Local)

**SUBJECT: Student Complaints**

### **Definition:**

"Complaint" refers to an issue that is important to the student but does not rise to the level of a "grievance" as defined in the Student Code of Conduct. This procedure does not apply to grade disputes or claims of discrimination on the basis of race, color, religion, national origin, sex, disability, age, or sexual orientation.

### **Procedure:**

1. The student may submit a written complaint to any dean or vice president who will be responsible for ensuring that the appropriate administrator receives the complaint for follow-up.
2. The appropriate administrator will investigate the complaint and respond to the student within thirty (30) days regarding the disposition of the complaint.
3. Progress and disposition of the complaint will be tracked on the "Concern Grid" which is found on the P drive.
4. This Operational Memorandum will appear on the college web site.