

COMPLAINT PROCEDURES FOR STUDENTS – INSTRUCTION RELATED

If a student has a specific complaint about classroom instruction or program procedures/guidelines at the campus he/she is attending, the following steps should be taken. A student has the right to appeal a College decision that he/she believes to have an adverse effect on his/her pursuit of an education or participation in College programs. (For sexual misconduct or disciplinary issues, follow appropriate College guidelines as outlined in the *Student Handbook* or website for student discipline or in Sexual Misconduct Policy).

Step 1: Meet with the Instructor.

The student should discuss the complaint with the person the grievance is addressing--the person closest to the situation (instructor).

Step 2: Meet with the department chair/director.

The student should ask to meet jointly with the instructor and the Department Chairperson/Program Director if the issue has not been resolved in the initial meeting. If the issue is with an online course, email the Distance Learning Department at distancelearning@hindsgcc.edu.

Step 3: Submit a written complaint to the appropriate dean.

If not resolved at the first two levels, the student should [submit a written complaint](#) including related documentation and remedy sought to the appropriate dean responsible for the department. The dean will confirm that the student has followed the appropriate complaint procedures and sought a resolution. The dean will provide the student with a written decision on the resolution of the complaint within seven (7) business days. If the student wishes to progress to the next step in the process, the student has seven (7) business days to respond.

Step 4: Instructional Appeals Committee.

If the student does not accept the resolution from the dean, he/she may request a review of the written complaint to be sent to the Instructional Appeals Committee. The Committee Chairperson will respond to the written request within seven (7) working days. The Committee Chairperson will send a written response to the student filing the complaint. Results will be filed with the instructional dean or e-Learning Dean and he/she shall maintain written instructional student complaints initiated for that campus.

For complaints violating State law, including laws related to fraud or false advertising, students may follow the State complaint process from the Mississippi Commission on College Accreditation (MCCA) at http://www.mississippi.edu/mcca/student_complaint_process.asp. The MCCA will not respond to complaints until the student has exhausted all grievance procedures provided by the institution.

COMPLAINT PROCEDURES FOR STUDENTS — NON-INSTRUCTIONAL RELATED

If a student has a specific complaint about student services or program procedures/guidelines (i.e. Housing, Counseling, Cafeteria, Admissions, Police, etc.) at the campus he/she is attending, the following steps should be taken. A student has the right to appeal a College decision that he/she believes to have an adverse effect on his/her pursuit of an education or participation in College programs. For sexual harassment or disciplinary issues, follow appropriate College guidelines as outlined in the *Student Handbook*.

Step 1: Meet with the person with whom the complaint began.

The student should discuss the complaint with the person the grievance is addressing--the person closest to the situation.

Step 2: Meet with the department director (or leader of the department).

The student should ask to meet jointly with the person with whom the grievance began and the department director (or leader of the department), if the issue has not been resolved in the initial meeting. If the issue is with an online student, email the Distance Learning Department at distancelearning@hindsgcc.edu.

Step 3: Submit a written complaint to the appropriate dean.

If not resolved at the first two levels, the student will [submit a written complaint](#) including related documentation and remedy sought to the appropriate dean responsible for the department. The dean will confirm that the student has followed the appropriate complaint procedures and sought a resolution. The dean will provide the student with a written decision on the resolution of the complaint within seven business days. If the student wishes to progress to the next step in the process, the student has seven (7) business days to respond.

Step 4: Local Student Services Committee.

If the student does not accept the resolution from the dean, he/she may request a hearing before the local Student Services Committee. The Committee Chairperson will respond to the request for a hearing within seven (7) working days. (Online students may request a video hearing.) Results will be filed with the student services/operating dean and he/she shall maintain written non-instructional student complaints initiated for that campus.

For complaints violating State law, including laws related to fraud or false advertising, students may follow the State complaint process from the Mississippi Commission on College Accreditation (MCCA) at http://www.mississippi.edu/mcca/student_complaint_process.asp. The MCCA will not respond to complaints until the student has exhausted all grievance procedures provided by the institution.

THE STUDENT SHOULD COMPLETE THE FOLLOWING INFORMATION FOR A WRITTEN COMPLAINT:

Please complete this fillable form and submit electronically to the appropriate college employee listed on the following page or email your concern to studentcomplaint@hindsc.edu or this form can be delivered to the employee's office. If you have any questions, please contact the District Dean of Student Services at 601-857-3232 or via email at deandre.house@hindsc.edu. We look forward to assisting you in resolving this matter.

STUDENT COMPLAINT FORM

Name: _____

College ID#: _____

Mailing Address: _____

City, State, and Zip Code: _____

Telephone Numbers: (Home): _____ (Cell): _____

Email address: _____

Campus: _____

Course (if applicable): _____ (EX: ENG 1114 RFTAB)

Instructor: _____

If not classroom related, name of the department: _____

Date of Complaint: _____

Please explain in detail why you are filing this complaint. _____

What is your expected outcome? _____

Electronic Signature: By entering my birth date and initials here, I give Hinds Community College permission to request documents necessary to verify the contents of this complaint.

Birth date: _____

Initials: _____

RAYMOND CAMPUS				
Name	Title	Office	Email	Phone
Deandre House	Dean of Students	Denton #209	Deandre.House@hindsc.edu	601-857-3353
Melissa Buie	Academic Dean	Adam Jenkins #111	Melissa.Buie@hindsc.edu	601-857-3237
Josh Bower	Career Technical Dean	Gibbes Hall #114	josh.bower@hindsc.edu	601-857-3875
RANKIN CAMPUS				
Carol McLaurin	Dean of Students	Administration Classroom #108	CTMcLaurin@hindsc.edu	601-936-5552
Gary Fox	Academic Dean	George Wynne 112	GMFox@hindsc.edu	601-936-5553
UTICA CAMPUS				
Sharon Alexander	Dean of Students	J L Stokes Student Center, Suite 208	SRAlexander@hindsc.edu	601-885-7005
Dr. Marquise Kessee	Dean of Instruction	Walter Washington #104	MLLoving@hindsc.edu	601-885-7004
Jonathan Townes	Career Technical Dean	GEB Technology Bldg #101-C	Jonathan.Townes@hindsc.edu	601-885-7039
JACKSON-ACADEMIC/TECHNICAL CENTER				
Dr. Timothy Rush	Dean of Students	Alexander #202	TWRush@hindsc.edu	601-987-8161
Dr. Shakira Cain	Academic Dean	Bivins #102-B	Shakira.Cain@hindsc.edu	601-987-8751
Dr. Sharon Hudson	Career Technical Dean	Alexander #202	SRHudson@hindsc.edu	601-987-8162
JACKSON-NURSING/ALLIED HEALTH CENTER				
Joycelyn Washington	Dean of Students	Anderson Hall Student Services Suite, Office #2	JSWashington@hindsc.edu	601-376-4802
Kathy Elliott	Dean of Health Science	Annex Building – Administration Suite, 1 st Floor	Kathy.Elliott@hindsc.edu	601-376-4950
Christy Bokros	Dean of Allied Health	Annex Building – Administration Suite, 1 st Floor	CBokros@hindsc.edu	601-376-4952
Melissa Tillson	Dean of Nursing	Annex Building – Administration Suite, 1 st Floor	MWtillson@hindsc.edu	601-376-4953
VICKSBURG-WARREN CAMPUS				
Raina Deer	Dean of Students	Banks Administration Building	Raina.Deer@hindsc.edu	601-629-6807
Dr. Elmira Ratliff	Academic Dean	Banks Administration Building	Elmira.Ratliff@hindsc.edu	601-629-6840
E-LEARNING				
Katherine Puckett	Dean of E-Learning	McLendon Library #110(Raymond)	KBPuckett@hindsc.edu	601-857-3624