

Attachment 2.2

Scope of Complaint Procedure

This complaint procedure is for NCC students who have complaints about NCC policies, buildings and grounds, faculty and staff, fellow students, or guests. It does not encompass complaints already covered by other NCC policies and procedure. Please note that other, separate procedures exist for harassment, discrimination, sexual misconduct, disability complaints or accommodation requests, and academic matters, including grades and grade appeals.

Complaint Procedure

1. ***Complaints about College Policies or Buildings and Grounds.*** These complaints should be reported to studentcomplaints@northampton.edu OR www.northampton.edu/studentcomplaints OR the Office of Student Affairs (for Bethlehem sites) 610-861-4588 OR the Associate Dean of Students Office (in Monroe) 570-369-1842.

Student Affairs will forward the complaint to the administrator(s) best able to address it. The student will be contacted within 10 working days of filing the complaint, either to ask for additional information or to be informed of the resolution of the complaint.

If the student accepts the resolution, the matter will be considered closed. If the complaint has not been resolved to the student's satisfaction, he or she has the right to appeal, using the procedure described below.

2. ***Complaints about a faculty or staff member.*** It is generally recommended that the student discuss the complaint directly with the faculty or staff member. This will allow the staff or faculty member to have an opportunity to hear the concern(s) and work with the student to resolve the issue. The student should call or email the individual to schedule an appointment. In the meeting, the student should be specific about what the complaint is and how he or she would like it resolved.

If the student accepts the faculty or staff member's resolution, the matter shall be considered closed. If the complaint has not been resolved to the student's satisfaction, he or she has the right to appeal, using the procedure described below.

If there are circumstances that make the student uncomfortable about speaking directly to the faculty or staff member about the complaint, he or she may report it via studentcomplaints@northampton.edu or www.northampton.edu/studentcomplaints or the Office of Student Affairs (for Bethlehem sites) 610-861- 4558 or the Associate Dean of

Students Office (in Monroe) 570-369-1842. The student will be contacted within 10 working days of filing the complaint regarding next steps in the process.

3. ***Complaint about a fellow student or a guest***, Complaints about fellow students or campus guests should be reported through Northampton's *See It! Report It! Stop It! Campaign*, using the procedures described at www.northampton.edu/reportit.

Appeals

If a student's complaint is not addressed to his or her satisfaction, he or she has the right to appeal.

Appeals must be submitted in writing to studentcomplaints@northampton.edu.

Appeals must include the following information:

- Brief outline of steps the student has taken towards resolving the issue
- Decision given by the person handling the complaint
- Reason for the appeal
- Possible solution(s) to the complaint that would satisfy the student
- Student contact information (phone, email, etc.)

After an appeal has been submitted, the student who submitted the appeal will be provided with information regarding next steps in the process and may be asked for additional information, if necessary, within 10 working days.

Appeals will be sent to the appropriate vice president whose decision will be considered final.

Follow-Up

The Office of Student Affairs will track student complaints through the College's Maxient software. Data will be kept for seven years and will be reviewed no less than once a year to determine if the number and/or pattern of complaints require further institutional attention. Modifications and improvements made as a result of complaints will be documented in the Office of Student Affairs.