

WLLC COURSE COMPLAINT PROCEDURE FOR FACULTY

Student's complaint

Handling student complaints effectively in our department requires a thoughtful, transparent, and student-centered approach. To ensure fairness, accountability, and continuous improvement the following guidelines will be used.

1. Initial contact with the instructor

Any issue related to a course should first be addressed directly with the course instructor. Instructor should make themselves available to students and focus on finding a resolution to the complaint.

2. Escalation to the WLLC Associate/Assistant Chair

If the student felt it uncomfortable or not possible to speak with the instructor, or if there were no resolution after an initial discussion with the instructor, the student may escalate the complaint to the Associate Chair (Spanish Students) or the Assistant Chair (WLLC students).

The Associate/Assistant Chair will inform the course instructor that a formal complaint has been submitted within three (3) business days, and the faculty may request a meeting to discuss the complaint. Confidentiality and anonymity of the student will be maintained to the fullest extent possible.

If a meeting is held between the student and the Associate / Assistant Chair, they will contact the instructor by email before the meeting and inform them of the nature of the complaint to the best of their knowledge.

3. Outcome

After a meeting with a student, the Associate / Assistant chair will send the instructor:

- A summary of the recommended actions.
 - The summary may include a **progress report section**, allowing the instructor an opportunity to demonstrate how the recommendations or requirements have been implemented.
- Each issue will be addressed **one at a time**.
- A determination will be made regarding any actions recommended or required to resolve the issue.
- The final decision and relevant documentation will be sent to the department Chair.