

HOW TO RESOLVE A COMPLAINT OR GRIEVANCE

For students who wish to file a complaint, a grievance, or appeal a decision, LSSC has adopted both an informal and formal process to ensure that students have access to a fair, equitable and timely course of action. As outlined in LSSC Administrative Procedure 4.14 (https://www.lssc.edu/wp-content/uploads/PRO_4-14.pdf), students have the right to appeal administrative decisions and are encouraged to use available informal means in the resolution of the complaint prior to filing a formal grievance or appeal.

If the matter cannot be resolved through the informal process as shown in the LSSC Resolution of Student Complaints/Grievances Chart (<https://lssc-public.courseleaf.com/college-policies-procedures/student-complaints-grievances/resolution-student-complaints-grievances-chart/>), the student may elect to proceed through a formal written grievance or appeal process.