

Student Complaint Policy and Procedures

August 2016

Lincoln College of New England will ensure that student complaints are heard and properly tracked through a uniform process outlined via this policy. The process will be used by LCNE faculty, staff, and students in order to ensure all student initiated complaints are addressed promptly and equitably.

The Student Complaint Policy and Procedure as outlined in this document does not apply to grievances regarding:

- Existing written policies as outlined in the LCNE catalog, federal or state statutes or regulations.
- Matters relating to academic policies, curriculum development, instructional or textbook materials, or externship/fieldwork experiences. All academic related concerns or complaints should be directed to the Academic Dean or Vice President of Academic Affairs as noted in the LCNE catalog.

Process

- To have a complaint heard, please complete the attached Student Complaint Form and submit to the Office of the President during normal operating hours (8:30am – 5:00pm M-Th; 8:30am – 4:00pm Fri).
 - The complaint must be made within ten business days of the date of occurrence or experience.
 - One form should be completed by each student lodging a concern.
 - The Office of the President will route the complaint to the appropriate Designated School Official (DSO). If requested, the student’s name will be held in confidentiality by the Office of the President.
 - The DSO will provide a response to the Office of the President within ten business days of receipt of the initial complaint\
- The student will then receive a response.

The Office of the President will maintain a record to track and aggregate student complaint information so that improvements can be implemented in programs or processes as appropriate. The policy is designed to ensure that the College continually provides superior service and support to its students.

Student Name _____

Student ID _____

Date of Issue / Incident _____

Time of Issue / Incident _____

Description (Please attach any supporting documents to this form as appropriate.)

Proposed Solution (Student)

Student Signature Date

Submit Form to:
Lincoln College of New England
Office of the President
Building: LeConche Hall
2279 Mount Vernon Rd
Southington, CT 06489