

Gordon State College Student Grievance Policy

A student wishing to file a general complaint should complete the "Incident Reporting Form" found at:

https://cm.maxient.com/reportingform.php?GordonStateCollege&layout_id=0.

The completed form will be reviewed by the Office of Student Affairs and assigned to the appropriate department for resolution. Student will receive confirmation that the complaint was received by the college within 48 hours of submission. Student may be contacted to provide additional detail regarding the complaint. Student will be notified in writing of the resolution of the complaint within 7-10 business days. (Additional time may be needed to thoroughly review and investigate complaint depending on the complexity of the complainant submitted). Should the student not be satisfied with the resolution, the student may appeal the decision to the Vice President of the division of the college with oversight of the complaint. To be considered, the appeal must contain new and/or additional information which was not presented in original complaint which may change outcome of original decision made. Student will be notified in writing within 5 business days of the appeal outcome of the Vice President. The decision of the Vice President shall be final.