



HERITAGE COMMUNITY COLLEGE

Complaints, Appeals & Dispute Resolution

1. Raising Concerns Early (Informal Resolution)

HCC encourages early, respectful communication. Many issues can be resolved by:

- Asking for clarification
- Discussing concerns with the appropriate staff member
- Requesting a meeting to understand expectations

Students should keep notes of dates, names, and key details.

2. Formal Complaints (Process Overview)

If an issue is not resolved informally, students may use the formal complaint process.

2.1 What a formal complaint should include

- A clear description of the issue
- Dates and what happened
- Steps already taken to resolve it
- The outcome you are requesting

2.2 What students can expect

- The complaint will be reviewed fairly
- Students may be asked for additional information
- A written response may be provided according to policy timelines

3. Appeals

An appeal is a request to review a decision. Appeals may relate to academic decisions, disciplinary outcomes, or administrative decisions (depending on policy).

Follow the published appeal steps and submit supporting information.

4. Dispute Resolution

If internal steps are exhausted, students may have access to external dispute resolution options as permitted under applicable rules. HCC will provide information on next steps as appropriate.