



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.