



**STUDENT COMPLAINTS - NON-GRADE APPEAL, NON-HARASSMENT ISSUES POLICY**

**Board Bylaw:**

**Policy Number: 5.1004**

**Subject Area: Student Services**

**Adopted: 10/21/2010**

**Revised: 10/21/2010**

Kaskaskia College is committed to ensuring that student complaints are handled effectively and in a timely manner. Therefore, student complaints concerning issues other than grade appeals or claims of harassment shall be handled in accordance with established procedures, which accompany this policy. Such procedures shall be printed in the College Catalog and the Student Handbook. For complaints concerning grade appeals or claims of harassment, separate procedures have been established and published in the College Catalog and Student Handbook for resolving these complaints.