

# WRITTEN STUDENT COMPLAINTS

VCCS Policy 6.5.0.1 (<https://go.boarddocs.com/va/vccs/Board.nsf/goto?open&id=A2ZN8G519A6C>)

VCCS Policy defines a grievance as a written statement and directs the colleges to provide a detailed procedure to facilitate claims in an orderly and equitable way. In compliance with the policy, BRCC publishes this documentation to address written student complaints.

1. The student should submit his/her complaint in writing to the appropriate administrative unit.
2. The college will respond in writing within the designated time frame.
3. Documentation of written complaints and the college's response will be kept in a secure location for three years and then will be destroyed.
4. If a student has exhausted all options of the institutional procedure and the complaint has not been resolved, the student may review the information at <https://www.schev.edu/students/resources/student-complaints> (<https://www.schev.edu/students/resources/student-complaints/>), and follow the SCHEV process.

Administrator	Procedure	Appeal Process
Vice President, Finance and Administration	Americans with Disabilities Act Complaint Procedure ( <a href="https://catalog.brcc.edu/student-handbook/ada-complaints-procedure/">https://catalog.brcc.edu/student-handbook/ada-complaints-procedure/</a> )	A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
	Tuition Refund Appeals ( <a href="https://www.brcc.edu/tuition-financial-aid/tuition/refunds/refund-appeals/">https://www.brcc.edu/tuition-financial-aid/tuition/refunds/refund-appeals/</a> )	Refund appeals will not be considered unless the student has officially withdrawn from the class, and has a grade of W.
Vice President, Academic Affairs	ADA 504 Complaint Procedure (Academic Accommodations) ( <a href="https://www.brcc.edu/about/policy/notice-of-nondiscrimination/">https://www.brcc.edu/about/policy/notice-of-nondiscrimination/</a> )	A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
	Domicile Appeals Process ( <a href="https://www.brcc.edu/admissions/out-of-state/">https://www.brcc.edu/admissions/out-of-state/</a> )	The student must file a written appeal within five calendar days of initial determination.
	Student Rights and Responsibilities, Disciplinary, and Grievance Procedures ( <a href="https://catalog.brcc.edu/student-handbook/policies/honor-behavior-code/">https://catalog.brcc.edu/student-handbook/policies/honor-behavior-code/</a> )	A written request for a hearing must be made on or before the 15th business day following the mailing of the certified letter which describes the administrative disposition.
Director, Student Financial Aid and Scholarships	Satisfactory Academic Progress Policy ( <a href="https://www.brcc.edu/financial-aid/fin-aid-policies/sap/">https://www.brcc.edu/financial-aid/fin-aid-policies/sap/</a> )	To appeal the denial of financial aid due to not maintaining satisfactory academic progress, students must complete this form and attach the required documentation.
Academic Dean/ Vice President of Academic Affairs	Grade Appeal Procedure ( <a href="https://catalog.brcc.edu/student-handbook/procedures/grade-appeal/">https://catalog.brcc.edu/student-handbook/procedures/grade-appeal/</a> )	A written appeal must be filed with the instructor as soon as possible and no later than 10 calendar days after the first day of class of the next subsequent semester (Spring for a Fall course; Summer for a Spring course; Fall for a Summer course).
	Student Input About Instructor/ Quality of Instruction	Issues that are not verbally resolved by the student with the instructor may be addressed by using the Written Student Complaints process found at the top of this page.
Dean of Students	Academic Dismissal ( <a href="https://catalog.brcc.edu/student-handbook/policies/academic-standing/">https://catalog.brcc.edu/student-handbook/policies/academic-standing/</a> )	Requests for reinstatement are considered by an Admissions Committee convened by the Dean of Students. An Appeal may be made to the Vice President of Instruction and Student Services within 10 days of notification of the Admission Committee's decision.
	All other student complaints ( <a href="https://catalog.brcc.edu/student-handbook/policies/honor-behavior-code/">https://catalog.brcc.edu/student-handbook/policies/honor-behavior-code/</a> )	Issues that are not resolved by the student with the Dean or appropriate Vice President may be appealed using the Student Misconduct Appeal process.

Title IX Coordinator

Sexual Misconduct Policy (<https://www.brcc.edu/about/policy/sexual-domestic-dating-violence-stalking/>)

Students who believe that they have been subjected to sexual assault or harassment should report their complaint as soon as possible after the event occurs to the Title IX Coordinator or any other employee.