



## Student Complaint Process

Western Wyoming Community College has a well-developed complaint process for both student academic (grade) and student behavior issues. The process applies to students regardless of where they are attending WWCC, including all distance and online students. All students concerns are handled through an internal process overseen by the appropriate Vice President: Academic Complaints (VP for Student Learning); Student Complaints (VP for Student Success Services)

### **Academic Complaints**

Students who have issues with instructors, course grades, or other issues related to the course requirements, may pursue a complaint process through Policy #5430B. A copy of the full policy can be found on the college website [www.wvcc.wy.edu](http://www.wvcc.wy.edu) under Current Students, Student Policies and Procedures. The policy and procedure provides for a step-by-step process for addressing concerns. A full copy of the process can also be found in the Student Handbook, hardcopy or online. It is also referenced in the College Catalog.

### **Non-Academic and Behavioral Complaints**

Students who have issues with classroom behavior (their own or other students) or other issues related to interaction with support offices and faculty and staff, may pursue a complaint process through Policy#5430C. A copy of the full policy can be found on the college website [www.wvcc.wy.edu](http://www.wvcc.wy.edu) under Current Students, Student Policies and Procedures. The policy and procedure provides for a step-by-step process for addressing concerns. A full copy of the process can also be found in the Student Handbook, hardcopy or online. It is also referenced in the College Catalog.

A copy of this information will be sent to students annually through Mustang Cruiser as a reminder about the process they need to follow in the event of a concern.

State Information can be found at <http://wvclass.wy.edu/Distance+Programs/State+Authorizations/>

If you have questions about the polices contact: [jfreeze@wvcc.wy.edu](mailto:jfreeze@wvcc.wy.edu).