Jefferson State Community College
Policies Complaint/Appeal Procedures

If you feel a college policy has been applied unfairly to your situation, you have the right to submit a written complaint or appeal. First, you must meet with the appropriate supervisor to attempt to work out a resolution. If a resolution cannot be achieved, submit the completed complaint/appeal form with documentation (police report, hospital records, doctor excuse, obituary, etc.) to support your extenuating circumstances to the supervisor responsible for the policy. Supervisors are listed below. The complaint or appeal will be submitted to the College Policies Complaint/Appeals Committee for review. For academic issues such as grade changes and problems with courses or instructors, you must contact the appropriate faculty member or academic dean. For Financial Aid awards or loss of aid, you will need to complete the Financial Aid Policies Complaint/Appeal Form.

Suspensions, Admissions & Records Procedures

<table>
<thead>
<tr>
<th>Cindy Bobo or Designated Representative</th>
<th>Julie Emmerich or Designated Representative</th>
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<tbody>
<tr>
<td>Shelby/Hoover</td>
<td>Chilton/Clanton</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:cbobo@jeffersonstate.edu">cbobo@jeffersonstate.edu</a></td>
<td>E-mail: <a href="mailto:jemmerich@jeffersonstate.edu">jemmerich@jeffersonstate.edu</a></td>
</tr>
<tr>
<td>Phone: (205) 983-5915</td>
<td>Phone: (205) 280-8203</td>
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<tr>
<th>Philip Guinn Designated Representative</th>
<th>Rodney Thompson or Designated Representative</th>
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</thead>
<tbody>
<tr>
<td>St. Clair/Pell City</td>
<td>Jefferson</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:pguinn@jeffersonstate.edu">pguinn@jeffersonstate.edu</a></td>
<td>E-mail: <a href="mailto:rthompsn@jeffersonstate.edu">rthompsn@jeffersonstate.edu</a></td>
</tr>
<tr>
<td>Phone: (205) 812-2777</td>
<td>Phone: (205) 856-7914</td>
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Campus Police

Designated Campus Police Representative
E-mail: mjbailey@jeffersonstate.edu
Phone: (205) 856-7707

Student Refunds, Business Office Procedures

Designated Financial Services Representative
E-mail: dmorris@jeffersonstate.edu
Phone: (205) 856-7779 Jefferson Campus
(205) 983-5926 Shelby Campus
Appeals Information

Students who feel that a college policy has been applied unfairly to their situation have the right to appeal. Student complaints/appeals may include but are not limited to the following:

- Traffic Citations and Fines
- Business Office Receivables
- Student Refunds
- Suspensions
- Audit to Credit/Credit to Audit Registrations
- Returned Checks

1. A student who feels a college policy has been applied unfairly shall request a review of the policy, normally within ten working days, to the supervisor or designee responsible for administering the policy. The supervisor or designee shall meet with the student within five working days to offer a recommendation for resolution.

2. In the event the matter is not resolved in the conference with the supervisor or designee, the student has five working days to file a written appeal on the College Policies Appeals form. Documentation must be attached to the completed form to support the appeal.

3. College Policies Appeal Forms are located in Enrollment Services, the Business Office, Campus Security and at the Shelby-Hoover Campus.

4. The College Policies Complaints/Appeals Committee is comprised of two faculty representatives and one staff representative. Committee members and the committee chairperson shall be appointed in October of each year by the dean. Representatives from Enrollment Services and the Business Office are present at meetings, as needed, to serve in an advisory capacity for complaints/appeals relative to their respective areas.

5. The College Policies Complaints/Appeals Committee shall meet within ten working days following receipt of an appeal. After rendering a decision, the Committee shall notify the student of the decision within seven working days.

6. In the event a student disagrees with the Committee’s decision, the student may request a review by the appropriate dean. To initiate a review, the student must contact the committee chairperson in writing within five working days of notification of the decision.

7. The dean will issue a written opinion concurring with the original decision of the committee or reversing the committee’s decision.

8. The student and the College Policies Complaints/Appeals Committee shall be notified within seven working days of the dean’s decision.

9. All decisions are subject to review by the president of the College.

State Student Complaint Process

If, after exhausting all available institutional processes, a student’s complaint remains unresolved, the student may appeal to the Alabama Community College System using the System’s official Student Complaint Form. This form can be found at http://www.jeffersonstate.edu/about-jsc-2/complaintappeal-process/ under “State Student Complaint Process”.
Instructions: Complete all sections below. Attach all appropriate documentation (letter confirming medical treatment/illness, confirmation of death in immediate family, etc.).

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<th>Last Name</th>
<th>First Name</th>
<th>Middle/Maiden</th>
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<table>
<thead>
<tr>
<th>Street Address</th>
<th>City, State, Zip</th>
<th>JSCC E-mail</th>
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<th>JSCC Student Number</th>
<th>Phone Number</th>
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Indicate which category your appeal/complaint relates to:

___Student Refunds, Business Office Procedures
___Suspensions, Admissions & Records Procedures

___Campus Police

What factors or extenuating circumstances beyond your control contributed to the problem or issue? Failure to address extenuating circumstance(s) and not include documentation may result in denial. Your explanation should be as detailed as possible. Please type or write neatly. If more space is needed, please attach additional pages.

________________________________________________________________________
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________________________________________________________________________

Please explain your requested solution to the problem or issue. Your explanation should be as detailed as possible. Please type or write neatly. If more space is needed, please attach additional pages.

________________________________________________________________________
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________________________________________________________________________
________________________________________________________________________

I have read and understand all instructions and the information submitted is correct and complete.

Signature: ___________________________ Date: ___________________________
# FOR COLLEGE USE ONLY

1. Date of Meeting with Supervisor: ______________

   ______ Resolution Achieved with Supervisor

   ______ Appeal Submitted to College Appeals Committee

   Supervisor’s Signature:

   Comments: ________________________________________________________________

2. Date Reviewed by Appeals Committee: ______________

   Decision of Appeals Committee: _______ Granted _______ Denied

   Comments: ________________________________________________________________

   Signature: __________________________________________________________________

3. Administrative Review: _______ Granted _______ Denied

   Signature: __________________________________________________________________