

# 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**

Cindy Bobo or Designated Representative  
Shelby/Hoover  
E-mail: [cbobo@jeffersonstate.edu](mailto:cbobo@jeffersonstate.edu)  
Phone: (205) 983-5915

Julie Emmerich or Designated Representative  
Chilton/Clanton  
E-mail: [jemmerich@jeffersonstate.edu](mailto:jemmerich@jeffersonstate.edu)  
Phone: (205) 280-8203

Philip Guinn Designated Representative  
St. Clair/Pell City  
E-mail: [pguinn@jeffersonstate.edu](mailto:pguinn@jeffersonstate.edu)  
Phone: (205) 812-2777

Rodney Thompson or Designated Representative  
Jefferson  
E-mail: [rthompsn@jeffersonstate.edu](mailto:rthompsn@jeffersonstate.edu)  
Phone: (205) 856-7914

### **Campus Police**

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

### **Student Refunds, Business Office Procedures**

Designated Financial Services Representative  
E-mail: [kalzoubi@jeffersonstate.edu](mailto:kalzoubi@jeffersonstate.edu) Phone:  
(205) 856-8507 Jefferson 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.).

_____	_____	_____
Last Name	First Name	Middle/Maiden
_____	_____	_____
Street Address	City, State, Zip (_____)	JSCC E-mail
_____	_____	_____
JSCC Student Number	Phone Number	

Indicate which category your appeal/complaint relates to:

Student Refunds, Business Office Procedures
  Campus Police  
 Suspensions, Admissions & Records Procedures

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: \_\_\_\_\_