STUDENT COMPLAINT POLICY

Mid Michigan Community College is committed to helping students. Should a student have a concern/complaint, he/she is encouraged to discuss it with appropriate MMCC personnel. Students should use available informal means to have decisions reconsidered before filing a grievance or complaint. No retaliation of any kind shall be taken against a student for participation in a complaint or grievance. If you have a concern, here are the offices to contact:

- Admissions, Registration, & Records: (989) 773-6622 ext. 230
- Billing: (989) 386-6611
- Distance Education/Online Courses: (989) 773-6622 ext.211
- Equal Opportunity/Affirmative Action/Sexual Harrassment: Human Resources Department (989) 386-6664 or (989) 386-6606. More information may be found on page 8 of the College Catalog or online at www.midmich.edu.
- Financial Aid: (989) 386-6664. Additional information may be found on page 19 in the College Catalog or online at www.midmich.edu.
- Grade Grievances: Follow the Grade Grievance Procedure on page 31 of the College Catalog or on the MMCC website at www.midmich.edu.
- Instructor Issues: If you have a complaint or concern regarding an instructor, you should first discuss the matter with the instructor. If you do not feel comfortable discussing the issue with the instructor, please contact the appropriate Instructional Administrator below:
  - Nursing/Allied Health (989) 386-6645
  - Liberal Studies (989) 386-6655
  - Occupational Studies (989) 386-6642
  - Science/Math (989) 386-6607
  - M-TEC Director (989) 386-6624

For Non-Instructor issues that can not be resolved by contacting one of the offices above, please contact the Dean of Student Success at (989) 317-4601. The Dean will direct your call to the appropriate department.

Revised 9.10.08