



## **Board Procedure 500.2: Student Complaints**

### **Students**

Iowa Valley Community College District encourages students to voice any concerns about the quality of services offered by any support area, or the quality of the learning experience delivered by faculty.

### **Procedure**

Most complaints are handled by the department or area where the issue or complaint originates. Student complaints should be handled as follows:

- Discuss the complaint directly with the staff member or faculty involved. If the complaint is not resolved, move to step two. (For alleged harassment or discrimination complaints, move directly to step two.)
- Discuss the complaint with the Director or Dean who has supervisory responsibility over the department where the issue occurred.
- In cases where a resolution is not reached at the department level, a student may submit a complaint using the student feedback/complaint form. Submitted forms will be directed to the Deans of Students and may be shared with other appropriate staff, including campus Provosts and the Vice President of Business & Community Solutions.

The form may also be used by students to provide general feedback regarding services, programs, facilities, or the student experience. Feedback is reviewed and documented with appropriate District and campus leadership to support continuous improvement efforts.

If the complaint cannot be resolved, the Iowa Department of Education is authorized to receive and review complaints from students. For more information, visit the Iowa Department of Education Student Complaints page.

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Legal Reference

None

Related Administrative Rules and Regulations

None

Revision History

October 8, 2025; April 13, 2022; October 12, 2018; March 12, 2014; October 8, 2008; March 13, 2002; December 9, 1987

Formerly Board Policy 502