

Student Services

Lone Star College System

Student Written Complaints

(This complaint process is not intended to address complaints related to sexual harassment or discrimination prohibited by Lone Star Policy. Please refer to the Lone Star website for Student Code of Conduct for the process to report a complaint regarding Sexual Harassment or Discrimination and Lone Star College Catalog for issues related to academic appeals).

Code of Conduct:

Academic Appeals:

<http://www.lonestar.edu/academic-appeal.htm>

It is the practice of Lone Star College System to assist all students in finding fair and just solutions to complaints related to their education and services. The complaints procedure is not intended to circumvent the normal chain of communication-or set aside the “open door policy” for students established by faculty and administrators.

Complaint Procedure

The student **must** first discuss with the person whose action has caused him/her to (consider filing) the complaint in an effort to resolve the situation informally.

1. If not resolved through informal discussion the student may complete a student complaint form and provide it to the supervisor of the person whose action has caused the complaint.
2. If the complaint is not resolved after that meeting, the student may submit the complaint to a level two supervisor.
3. If the matter is not resolved, the student may appeal in writing within **ten working** days to the Vice President for Instruction and/or Student Services, whose decision is final.

