

Student Complaint Procedure

Lubbock Christian University students with a complaint initiate the process as follows:

Procedural Steps

1. Informal Process
 - a. Students discuss the complaint informally with the person that is the source of the complaint, seeking resolution.
 - b. If complaints are not resolved informally, students may request an informal review by the appropriate university administrator. If the source of the complaint is another student, the dean of students; if the course of the complaint is a university employee, the administrator supervising the employee; if the complaint is concerning Title IX or accreditation, the provost.
 - c. Administrators may choose to convene the parties involved in an effort to resolve the complaint.
 - d. If the complaint is not resolved at this level students may initiate the formal grievance procedure.
2. Formal Process
 - a. Formal complaints must be written and submitted to the appropriate university administrator. Administrators shall investigate the complaint, and shall, as necessary, meet with the student and the person who is the source of the complaint.
 - b. Administrators must provide a written response to the student and the person who is the source of complaint within two weeks of receiving the written complaint.
3. Appeal
 - a. Students desiring to appeal must submit a signed statement of appeal within two weeks of the decision. Letters of appeal are submitted to the appropriate vice president.
 - b. The vice president will review the appeal, may choose to meet with the student and/or other parties, and respond in writing to all parties concerning the disposition of the appeal within two weeks of receiving the appeal.
4. Final Review
 - a. Should students desire to request a final review of the decision of a vice president, the student may submit a signed statement of appeal within one week to the president. The president reviews the appeal, may choose to meet with the student, and/or other parties, and respond in writing to all parties concerning the final review within two weeks of receiving the appeal.

Title IX complaints, academic appeals, grade appeals, appeals of academic integrity sanctions, medical appeals, traffic ticket appeals, student discipline appeals, and sexual harassment/sexual violence complaint procedures are require more specific processes be followed. Refer to the student handbook and/or catalog for those processes.

After exhausting each procedural step of the student complaint procedure, students not satisfied with the outcome may file a complaint with the appropriate agency:

1. For campus programs—the Consumer Protection Division at the Office of the Attorney General of Texas, Consumer Protection Division, PO Box 12548, Austin, TX 78711-2548
2. For distance education programs—the appropriate complaint division your state of residence—see list on Student Right to Know web page on the university web site
3. For complaints related to Title IX—Office of Civil Rights, U.S. Department of Education, 1999 Bryan St., Suite 2600, Dallas, TX 75201.
4. For complaints related to accreditation standards, Commission on Colleges of the Southern Association of Colleges and Schools, 1866 Southern Lane, Decatur, GA 30033-4097, 404-679-4500