

STUDENT COMPLAINTS

The College of the Mainland is committed to providing an educational climate that is conducive to the personal and professional development of each individual. To ensure our commitment, the College has developed procedures for students to address their concerns within the college community. A student who has an unresolved disagreement with a faculty or staff member, another student, a student group, or dissatisfaction with the service received may initiate a complaint without prejudicing his or her status with the College.

How do I bring forward a complaint?

- Discrimination, Harassment and Retaliation - See Board policies FFDA (Local) ([https://pol.tasb.org/Policy/Download/497/?filename=FFDA\(LOCAL\).pdf](https://pol.tasb.org/Policy/Download/497/?filename=FFDA(LOCAL).pdf)) and FFDB (Local) ([https://pol.tasb.org/Policy/Download/497/?filename=FFDB\(LOCAL\).pdf](https://pol.tasb.org/Policy/Download/497/?filename=FFDB(LOCAL).pdf)).
- Financial Aid Probation Appeals - The Financial Aid Probation Appeal Policy is addressed under the Financial Aid section of the Student Handbook (<https://www.com.edu/student-services/student-handbook.html>).
- Grade Appeal procedures are addressed under the Grade Appeal section of the Student Handbook (<https://www.com.edu/student-services/student-handbook.html>).
- Student disciplinary action procedures are found in [FMA \(Regulation\)](https://build.com.edu/uploads/procedures/FMA_(REGULATION).pdf) ([https://build.com.edu/uploads/procedures/FMA_\(REGULATION\).pdf](https://build.com.edu/uploads/procedures/FMA_(REGULATION).pdf)).
- Complaints not related to the issues noted above are addressed in FLD (Local) ([https://pol.tasb.org/Policy/Download/497/?filename=FLD\(LOCAL\).pdf](https://pol.tasb.org/Policy/Download/497/?filename=FLD(LOCAL).pdf)).
 - Complaints concerning COM's management or conduct of Title IX, Higher Education Act of 1965 (HEA) programs or the advertising or promoting of its educational programs should be directed to the Teclesha Blanchard, Director, Equal Opportunity and Title IX at 409-933-8529.

For assistance in determining the correct procedure to follow or to identify the appropriate dean or supervisor for informal resolution, students may contact the Dean of Students at 409-933-8712.

Should students feel their complaint has not been resolved adequately, they have the right to submit a complaint in writing or by telephone to the Texas Higher Education Coordinating Board (THECB) regarding the College's management of Title IX, HEA programs or its advertising, or promoting of its educational programs. Correspondence should be addressed to the Texas Higher Education Coordinating Board, P.O. Box 12788, Austin, TX 78711 or by telephone at 512-427-6101. Current, former, and prospective students may initiate a complaint with THECB after exhausting the College's complaint/appeal process.

The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) publishes a Complaint Procedures Against SACSCOC or Its Accredited Institutions. Students, employees or others may initiate a complaint of alleged violations of SACSCOC Principles of Accreditation, the Core Requirements, and policies or procedures, as well as address possible violations of an institution's own policies and procedures. Refer to the policy statement for details on this process at <https://sacscoc.org/app/uploads/2020/01/ComplaintPolicy-1.pdf>.

Contact the Department of Education Office for Civil Rights by telephone at 214-661-9600, by fax at 214-661-9587, TDD: 800-877-8339 or email: OCR.Dallas@ed.gov. By mail: Dallas Office, Office for Civil Rights,

U.S. Department of Education, 1999 Bryan Street, Suite 1620, Dallas, Texas 75201-6810.

How do I bring forward a sexual assault complaint?

Complete a Sexual Misconduct Complaint Form by going to <https://www.com.edu/titleix/incident-report.html>.

Student's Role in Institutional Decision-Making

Students are encouraged to participate in COM's governance, strategic planning, and decision-making processes. There are a number of ways that this participation can occur. The Student Government Association (SGA) which is made up of the leadership of all student clubs and organizations, meets monthly. Students also serve on a number of standing and ad-hoc committees.

Students actively participate in the allocation of revenue generated by Student Service fees. Students also have the opportunity to make comments at every regularly scheduled Board of Trustees meeting. College administrators meet with students in an Open Forum with President Nichols every spring and fall semester to hear and respond to student concerns.