



STUDENT COMPLAINT AND GRIEVANCE FORM

Please read the CPTC Catalog and Student Handbook section regarding Student Complaints/Grievances and Unlawful Harassment and Discrimination prior to filing.

Student filing Complaint or Grievance:

Name: _____ ID#: _____

Telephone Number: (____) _____ Email: _____

Program: _____ Campus: _____

Complaint or Grievance is against: _____

Date of the incident: _____ Time of incident : _____

Campus or location of incident _____

Other individuals involved or witnesses to the incident: _____

Issue of Complaint or Grievance: (Please read the list of issues that are grievable and general definitions on the following page.) List specific problem(s)/issue(s). Example: Unlawful Harassment, Sexual Harassment, Discrimination, Retaliation, General Non-Academic Complaint or Grievance.

Explanation of Complaint: Describe what happened, when and where, and how you have been affected. Attach any supporting documentation. Attach additional sheets as needed.

Have you attempted to resolve the issue in good faith? Yes No If yes, please describe the attempted resolution:

Relief Requested: Indicate the action(s) that would resolve your complaint or grievance.

My signature indicates that the information contained on this form and attachments to this form are true and factual to the best of my knowledge.

Signature: _____ **Date:** _____

(Complaints/Grievances will not be processed without a signature and contact info.)

Grievable Issues for Students

The following definitions are issues that are eligible for processing through the Coastal Pines Technical College Procedure Student Complaints/Grievances.

- A. Unlawful Harassment (Other than Sexual Harassment): Verbal or physical conduct that disparages or shows hostility or aversion toward an individual because of that person's race, color, religion, gender, sexual orientation, national origin, age, or disability. Harassment involves one or more of the following:
 - 1. Has the purpose or effect of creating an intimidating, hostile, or offensive academic or work environment, or
 - 2. Has the purpose or effect of unreasonably interfering with an individual's academic or work performance.
- B. Sexual Harassment (a form of unlawful harassment): Sexual harassment is defined as unwelcome sexual advances, unwelcome requests for sexual favors, and other unwelcome verbal, written, electronic or physical conduct of a sexual nature when: Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's education; Submission to, or rejection of, such conduct by an individual is used as the basis for education decisions affecting such individual; or, Such conduct has the purpose or effect of unreasonably interfering with an individual's academic performance or creating an intimidating, hostile or offensive environment.
- C. Discrimination: The denial of College benefits or access to any College program or activity, either academic or nonacademic, curricular or extracurricular, because of race, color, religion age, national origin, gender, sexual orientation, political affiliation, or handicap and disability.
- D. Retaliation: Unfavorable action taken, unfavorable condition created, or other action taken by a student or employee for the purpose of intimidation that is directed toward a student because the student initiated, or participated in the investigation of, an allegation of unlawful harassment/retaliation.
- E. General Non-Academic: Incorrect application of policy or procedure, poor student advisement, improper disclosure of grades, unfair testing procedures, poor treatment of student, etc.

Procedures for filing formal complaints/grievances and appeals are published in the CPTC Catalog and Student Handbook, which is accessible on the CPTC website. When filing a complaint/grievance, the student should adhere to specified deadlines and provide detailed information about the nature of the complaint, including date(s), time(s), and names of individuals involved, as well as the procedure violated (if known). Supporting documentation which substantiates the complaint/grievance should be included if available.

Unlawful Harassment and Discrimination including Title VI/Section 504/ADA and Title IX/Sex Discrimination investigations of all complaints/grievances shall be completed within 45 business days of the receipt of the complaint/grievance. No later than 10 business days after completion of an investigation, parties will be provided investigative summary findings. Any of the parties to a complaint may request a review of the investigative findings within 5 business days of receiving notice. Within 10 business days of receiving a request for review, the President will notify the parties in writing of his/her final determination.

General non-academic complaints/grievances should be resolved informally by the student within 10 business days from the date of the incident; if not resolved, the student has 15 business days to file a formal complaint/grievance. The VP for Student Affairs or President's designee will investigate and respond to the student within 15 business days. An additional 15 business days shall be granted upon notice to the student filing the complaint/grievance.

Group Complaint/Grievance: If this is a group complaint/grievance, attach a list of all students who are parties to the complaint/grievance. The list must include each student's name, ID number, daytime phone number and signature. The list must also designate one student as spokesperson for the group.

Steps in Filing a Complaint/Grievance

To file a complaint/grievance, complete the Student Complaint and Grievance Form and based on the complaint/grievance, submit to one of the following people:

Title IX, ADA & Section 504 (Harassment) Coordinator (For all CPTC Students on any campus or location)
Phone (912) 285-6361 | TitleIX@coastalpines.edu

General Student Complaints and Grievances (For all CPTC Students on any campus or location)
Phone: (912) 588-2581 | vpsa@coastalpines.edu

Telephone numbers are accessible to persons who are deaf or hard of hearing through the Georgia Relay by dialing 711 or 1-800-255-0056 from a TTY/TDD.