

Student Suggestions and Complaints

Board policies [FLD \(LEGAL\)](#) and [FLD \(LOCAL\)](#) are associated with this section.

Suggestions

Students who have suggestions can contact the district dean of students or designee at 972.881.5604 or dos@collin.edu. Students must provide either a Collin College email address or a phone number if they would like to be contacted regarding their suggestions.

Complaints

In this policy, the terms “complaint” and “grievance” will have the same meaning. The student (grievant) making the complaint must be personally affected by the action.

Collin College encourages students to discuss academic and instructional concerns with their professors first to reach a resolution as soon as possible. If this is not feasible, or if the professor is unable to address the student’s concern(s), the student should then contact the appropriate program director(s) and/or associate academic/workforce dean(s). If the program director(s) and/or associate academic/workforce dean(s) is unable to address the student’s concern(s), the student should then contact the appropriate academic/workforce dean.

Student complaints that are unable to be resolved informally will be resolved through the appropriate Collin College policy, as provided below:

1. For complaints alleging discrimination, harassment, and retaliation based on race, color, national origin, religion, or disability targeting students, see Board policy [FFDB \(LOCAL\)](#) and *Chapter 3: Discrimination, Harassment, and Retaliation Prohibited in the Student Code of Conduct*.
2. For complaints alleging sex discrimination and sexual harassment, see Board policy [FFDA \(LOCAL\)](#) and *Chapter 10: Title IX Provisions in the Student Code of Conduct*.
3. For complaints alleging a violation of the [Student Code of Conduct](#), see Board policies [FM \(LOCAL\)](#) and [FMA \(LOCAL\)](#) and the student disciplinary procedures sections in the [Student Code of Conduct](#).
4. For complaints concerning student disciplinary decisions, see Board policy [FMA \(LOCAL\)](#) and the student disciplinary appeals procedures sections in the [Student Code of Conduct](#).
5. For complaints concerning an employee of Collin College who is not a commissioned peace officer, see Board policy [DGBA \(LOCAL\)](#).
6. For complaints concerning a commissioned peace officer who is an employee of Collin College, see Board policies [CHA \(LEGAL\)](#), [CHA \(LOCAL\)](#), and [DGBA \(LOCAL\)](#).
7. For complaints concerning the withdrawal of consent to remain on campus, see Board policies [GDA \(LEGAL\)](#) and [GDA \(LOCAL\)](#).
8. For appeals of academic suspension for a grade point average (GPA) below the required 2.0, see the current [Collin College Catalog](#) or meet with a Student and Enrollment Services team member at any campus location.
9. For appeals regarding financial aid, see the *Financial Aid and Veterans Services* section in the [student handbook](#).
10. For appeals regarding academic grades, see Board policy [FLDB \(LOCAL\)](#) and the *Grade Appeal Process* section in the [student handbook](#).