



**Student Compliant Non-Academic Policy: How to File a Student Complaint**  
**(Academics and Student Affairs, Enrollment Management, and other service areas)**  
 (formally known as Student Complaint Procedure)

Type of Concern	Responsible Office	Explanation	Filing a Concern	Department Appeal (Informal Process)	Adjudication Committee Appeals <a href="mailto:deanofstudents@ecc.edu">deanofstudents@ecc.edu</a> (Formal Process)
<p><b>Academic Decisions:</b>            Grading, degree requirements, clinicals, Student Success Centers, tutoring, and other course related concerns</p>	<p><b>Dean Business &amp; Public Service</b>            Juan Martinez,            716-851-1257  <a href="mailto:martinez@ecc.edu">martinez@ecc.edu</a></p> <p><b>Dean of Academics for Engineering, Tech. &amp; STEM</b>            Katherine Aiken            716-851-1598  <a href="mailto:aiken@ecc.edu">aiken@ecc.edu</a></p> <p><b>Dean of Academics for Liberal Arts &amp; Science</b>            Adam Patterson            716-851-1413  <a href="mailto:pattersona@ecc.edu">pattersona@ecc.edu</a></p> <p><b>Executive Dean of Academics for Health Sciences</b>            Carrie Kahn            716-270-5167  <a href="mailto:kahn@ecc.edu">kahn@ecc.edu</a></p> <p><b>Executive Dean of Academics for Nursing</b>            Tammy Goodemote            716-851-1356  <a href="mailto:goodemote@ecc.edu">goodemote@ecc.edu</a></p>	<p>A student may file a complaint regarding academic matters. As explained in the Student Grievance of Academic Decisions Policy</p>	<p>Student concerns in need of resolution are insular between the student and instructor</p>	<p>The informal process will seek to resolve the student concern working within the department structure. Please review the informal and formal process as outlined in the Student Grievance of Academic Decisions Policy</p>	<p>A student has a right to appeal a previous departmental decision. Grounds for an appeal are limited to:</p> <ul style="list-style-type: none"> <li>• New evidence previously unavailable</li> <li>• Error in the application of policy or procedure</li> </ul> <p>Appeals heard by the Adjudication Committee are submitted to the Provost &amp; Executive Vice President; the provost will receive the adjudication committee's decision. A written decision will be disseminated by the provost. The determination is final.</p>

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<p><b>Student Affairs:</b> (Deans of Students, , Student Transportation, MOMs, Men of Merit, , Health Office, Student Access Centers, Veterans, Athletics, Career Resource Centers, or other student affairs department complaints</p> <p><b>Enrollment Management:</b> Admissions, Financial Aid, Placement Testing, YES/IB Program, EOP, Middle Early College High School, Say Yes, and Enrollment Management concerns</p> <p><b>Finance:</b> Bursar, Financial Aid</p>	Supervisor, director or dean over the area	A student may file a complaint with the supervisor of the office where the complaint was initiated	Follow the department's Process to file a compliant	<p>An appeal may be requested in writing after receiving a written decision from the department administrator or supervisor.</p> <p>Appeals should be directed to a higher-ranking supervisor e.g., provost, associate provost, vice president, dean, and or executive dean</p>	<p>A student has a right to appeal a previous departmental decision. Grounds for an appeal are limited to:</p> <ul style="list-style-type: none"> <li>• New evidence previously unavailable</li> <li>• Error in the application of policy or procedure</li> </ul> <p>Appeals heard by the Adjudication Committee are submitted to the Provost &amp; Executive Vice President; the provost will receive the adjudication committee's decision. A written decision will be disseminated by the provost. The determination is final.</p>

<p><b>Code of Student Conduct Policy and Procedure:</b>          Conduct Violations and Behavior Concerns, No Contact Orders, Interim Suspensions, Interim Measures</p>	<p><b>North Campus/ City Campus</b>          Dean of Students          Jason Perri          Room G157 or          Post 167          716-851-1420</p> <p><b>South Campus/City Campus</b>          Dean of Students          Amy Yoder          Room 5205 or          Post 167          716-851-1620</p>	<p>A student may appeal a disciplinary suspension or expulsion by a dean</p>	<p>Follow the appeal instructions on the disciplinary decision letter</p>	<p>Learn of your rights if going through the conduct system  <a href="https://www.ecc.edu/dean-of-students/">https://www.ecc.edu/dean-of-students/</a></p>	<p>A student has a right to appeal a previous departmental decision. Grounds for an appeal are limited to:</p> <ul style="list-style-type: none"> <li>• New evidence previously unavailable</li> <li>• Error in the application of policy or procedure</li> </ul> <p>Appeals heard by the Adjudication Committee are submitted to the Provost &amp; Executive Vice President; the provost will receive the adjudication committee's decision. A written decision will be disseminated by the provost. The determination is final.</p>
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<b>Other Service Areas</b>					
<b>Title IX:</b> Sexual Assault, Sexual Harassment Sexual Violence, Domestic Violence, Disabilities, Gender Orientation and or Discrimination, Harassment Stalking Bullying Interim Measures	<b>Title IX Coordinator</b> Rahsanica (Nikki) Howard City Campus, Room 512 716-851-1935	A student may file a complaint with the office of Equity & Diversity concerning a specific Title IX matter <a href="https://www.ecc.edu/student-support/equity-diversity-inclusion/">https://www.ecc.edu/student-support/equity-diversity-inclusion/</a>	Contact the office of Human Resources to be advised of how to file a complaint	Contact the Human Resources department hrsolutions@ecc.edu 716-270-5735	A student has a right to appeal a previous departmental decision. Grounds for an appeal are limited to: <ul style="list-style-type: none"> <li>• New evidence previously unavailable</li> <li>• Error in the application of policy or procedure</li> </ul> Appeals heard by the Adjudication Committee are submitted to the Provost & Executive Vice President; the provost will receive the adjudication committee's decision. A written decision will be disseminated by the provost. The determination is final.
<b>Auxiliary Services Corporation (ASC):</b> Child Care Centers, Cafeterias and Bookstore concerns	<b>Executive Director</b> Sue Holdaway South Campus, Room 5107 716-851-1260	A student may file a complaint regarding any of the stated areas	Contact the ASC for the procedures to file a complaint	N/A	A student has a right to appeal a previous departmental decision. Grounds for an appeal are limited to: <ul style="list-style-type: none"> <li>• New evidence previously unavailable</li> <li>• Error in the application of policy or procedure</li> </ul> Appeals heard by the Adjudication Committee are submitted to the Provost & Executive Vice President; the provost will receive the adjudication committee's decision. A written decision will be disseminated by the provost. The determination is final.
<b>ITS Computing:</b> related concerns	<b>Director of Academic &amp; User Tech Services</b> Joe Lundin South Campus, Room 7109 716-851-1511 <b>Information Security Off.</b> Daniel Bartkowiak South Campus, Room 7110 716-270-2951	A student may file a written complaint with ITS regarding the Acceptable Use Policy, suspension of computing privileges, security or other computing matters	Contact the IT department for procedures on how to file a complaint	N/A	A student has a right to appeal a previous departmental decision. Grounds for an appeal are limited to: <ul style="list-style-type: none"> <li>• New evidence previously unavailable</li> <li>• Error in the application of policy or procedure</li> </ul> Appeals heard by the Adjudication Committee are submitted to the Provost & Executive Vice President; the provost will receive the adjudication committee's decision. A written decision will be disseminated by the provost. The determination is final.

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<p><b>Campus Safety:</b> Code of Conduct violation and Reporting, criminal or penal. Cleary Act Reporting and concerns, No Contact Orders (by police municipalities)</p>	<p><b>City Campus</b> Principal Security Officer, Anthony Gadley Room 114 716-270-5235</p> <p><b>North Campus</b> Principal Security Officer, Brian Dattilo Room S115 716-270-2650</p> <p><b>South Campus</b> Principal Security Officer, Justin Proudman Room 5223E 716-851-1636</p>	<p>Members of the college community may file a security report if there is a potential or actual concern for the safety and security of one's self of the college community.</p>	<p>Contact the College Safety &amp; Security office on the respective campus for information on how to file a compliant</p>	<p>N/A</p>	<p>A student has a right to appeal a previous departmental decision. Grounds for an appeal are limited to:</p> <ul style="list-style-type: none"> <li>• New evidence previously unavailable</li> <li>• Error in the application of policy or procedure</li> </ul> <p>Appeals heard by the Adjudication Committee are submitted to the Provost &amp; Executive Vice President; the provost will receive the adjudication committee's decision. A written decision will be disseminated by the provost. The determination is final.</p>
<p><b>All remaining Offices, Departments or services:</b> A compliant may be filed in any department or area providing a service</p>	<p>Please contact the department to ascertain the supervisor's contact information</p>	<p>You may contact your campus Dean of Students to learn the process to file a complaint; to be advised of your rights as a student; to learn of support services</p>	<p>Follow the department's Process to file a compliant</p>	<p>N/A</p>	<p>A student has a right to appeal a previous departmental decision. Grounds for an appeal are limited to:</p> <ul style="list-style-type: none"> <li>• New evidence previously unavailable</li> <li>• Error in the application of policy or procedure</li> </ul> <p>Appeals heard by the Adjudication Committee are submitted to the Provost &amp; Executive Vice President; the provost will receive the adjudication committee's decision. A written decision will be disseminated by the provost. The determination is final.</p>
<p>Rev 3-4-24</p>					