

Complaint and Grievance Procedures

Title IV of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973 as well as Northwest policy prohibit institutional discrimination against students on the basis of race, sex, color, creed, national origin or disability. Students who have reason to believe that their rights under law or campus policy have been denied in such areas as admissions, financial assistance, employment, residence hall assignment, disciplinary actions or other campus matters may seek to resolve them in the following manner:

- 1. Address a written statement to the Vice President for Student Services setting forth the grievance and the remedy sought. Students (particularly those enrolled in eLearning or other distance learning programs) may submit the statement through electronic mail.
- 2. The Vice President will forward a copy of the grievance to the appropriate individual within five working days of receipt of the statement.
 - A. If a complaint raises an academic question, it will be forwarded to the Dean of the appropriate academic division.
- B. If the complaint raises a nonacademic matter, it will be forwarded to the administrative head of the appropriate unit.
- 3. Within five working days after receipt of the statement, the Dean or Administrator shall make initial contact with the complainant. The Dean or Administrator may receive both oral and written presentations and may make independent inquiry. Within fifteen working days after the initial contact or meeting, the Dean or Administrator will make a decision as to the merits of the student's grievance. A copy of the decision will be sent to all parties of the statement and the Vice President for Student Services.

In the event that the student is not satisfied with the resolution of the grievance, appeal may be made to the Vice President responsible for the Unit or Division involved, and then to the President.

Should a student be unsatisfied with the College's final response to their grievance, they may file a complaint with the Mississippi Commission on College Accreditation, 3825 Ridgeway Road, Jackson, MS 39211, telephone (601) 432-6372 or at www.mississippi.edu/mcca/student complaint process.asp.

Students and members of the public wishing to file a written complaint, as opposed to a formal grievance, should do so with a member of the President's Cabinet, which is composed of the senior administrators of the College. A list of members may be obtained from the President's Office or from any Vice President.

Northwest Mississippi Community College does not discriminate on the basis of race, color, national origin, sex, disability, religion, sexual orientation, gender identity, age, or status as a veteran or disabled veteran in all its programs and activities. Northwest Mississippi Community College prohibits sexual harassment and all forms of sexual violence, regardless of sex, gender identity or sexual orientation. The following have been designated to handle inquiries regarding non-discrimination policies: Americans with Disabilities Act of 1990/Section 504 of the Rehabilitation Act of 1973: Disability Support Services Coordinator, Tate Hall, P.O. Box 7046, 4975 Highway 51 North, Senatobia, MS 38668, telephone number (662) 562-3309, e-mail address mkelsay@northwestms.edu; Title II of the Age Discrimination Act: Vice President for Finance and Administration, James P. McCormick Administration Building, P.O. Box 7017, 4975 Highway 51 North, Senatobia, MS 38668, telephone number (662) 562-3216, e-mail address intron@northwestms.edu; Title IX of the Educational Amendments of 1972/Title VII of the Civil Rights Act of 1964: (For student-related matters) Associate Vice President for Student Services and Enrollment Management, Tate Hall, P.O. Box 7010, 4975 Highway 51 North, Senatobia, MS 38668, telephone number (662) 562-3409, e-mail address trush@northwestms.edu or (for employment-related matters) Director of Human Resources, James P. McCormick Administration Building, P.O. Box 7038, 4975 Highway 51 North, Senatobia, MS 38668, telephone number (662) 560-5216, email estanford@northwestms.edu.