

Student Rights and Responsibilities: Student Complaint FLD

Quick Overview of the Student Complaint Process

1) Submission of Complaint:

- a) Students are directed to fill out a [Student Complaint report](#) through the Laredo College [Report IT webpage](#).
- b) Complaints can be submitted by:
 - (1) hand-delivery, Office of Student Discipline - Memorial Hall Office 227, Fort McIntosh Campus
 - (2) electronic communication (email or fax),
 - (a) Email – rapena@laredo.edu
 - (b) Fax – 956-721-5435
 - (3) Laredo College Report It – [Student Complaint/Grievance Report](#)
 - (4) U.S. Mail
 - (a) Laredo College
c/o Student Discipline Office
Memorial Hall 227, Fort McIntosh Campus
West End Washington St.
Laredo, TX 78040

2) Review and Acknowledgment:

- a) Upon submission, the Office of Student Discipline reviews the complaint to determine the appropriate policy for addressing the concern.
- b) The student receives an acknowledgment of the complaint and information on the next steps.

3) Investigation and Resolution:

- a) If the complaint falls under specific policies:
 - i) [FFDA](#) & [FFDB](#) complaints involving discrimination or harassment based on race, color, gender, sex, national origin, disability, age, or religion
 - ii) [CHA](#) complaints concerning a commissioned peace officer
 - iii) [GDA](#) complaints regarding the withdrawal of consent to remain on campus
- b) For other complaints, the Office of Student Discipline advises the student to seek informal resolution with the relevant faculty member or campus administrator who has the authority to address the concern. These complaints may include but are not limited to:
 - i) Instructional/Academic Matters
 - ii) Administrative Services
 - iii) Student Services
 - iv) Other Concerns
- c) The faculty or administrator conducts an investigation and provides the student with a resolution.
- d) An informal resolution form is submitted to the Office of Student Discipline for record-keeping.
- e) A formal complaint process is initiated when the informal resolution is not achieved.

4) Record Keeping:

- a) All records related to the complaint, including the informal resolution form, student discipline and Title IX are maintained by the Office of Student Discipline.