

## **Student Complaints and Grievances**

NEO A&M College is committed to providing and maintaining a fair and respectful environment where people are able to study and learn. NEO Students may need to pursue concerns or issues involving academic or nonacademic aspects of student life. NEO adopted the following procedures to provide students with a mechanism to file a formal complaint and/or grievance. Students should use the Student complaint procedure for filing a complaint not covered in other specific grievance or complaint procedures. Please refer to the NEO Student Handbook before completing the complaint form. If you are uncertain of how to file a grievance or complaint, or which process is appropriate for the issue, contact the Office of Student Affairs, located in the Student Union; 918-540-6060 or Amy Ishmael, Vice President for Student Affairs at [aishmael@neo.edu](mailto:aishmael@neo.edu).

### **Informal Complaint Process**

The first step in resolving a difference or dispute between a student and a staff member or faculty member is for the student to meet with the NEO employee to seek a resolution. If a resolution is not achieved or if the student chooses to not to engage in a meeting with the staff member or faculty member, the student should contact the employee's supervisor to discuss the complaint and seek a resolution.

### **Formal Complaint Process**

If the complaint is not resolved at the informal level, the student may file a formal complaint by completing the Student Complaint Form available online at <https://neo.edu/about/campus-police/student-complaint-forms/>. A paper copy of the complaint form can be requested from the Office of the Vice President for Student Affairs. Paper copies should be returned to the same office.

Once the student complaint form has been submitted, it will be reviewed by the Vice President to determine which office should investigate the complaint. The Student Complaint Form and supporting documents will be forwarded to the Vice President responsible for the persons or areas named in the complaint.

The Vice President assigned to the investigate the complaint will contact the student within five (5) business days to arrange a formal meeting to discuss the complaint. The meeting will be at a mutually agreeable time and date within normal business hours and, if possible, within 10 days of contact with the student. The Vice President may request additional information, documentation or supporting materials at or before the formal meeting with the student. If the Vice President is unable to meet at the scheduled time, the student will be notified in advance and arrangements will be made to reschedule the meeting.

If the student is unable to meet at the schedule time, the student should contact the Vice President's office prior to the meeting time to reschedule the meeting.

Once the designated Vice President has investigated the complaint, the Vice President will send the student a written decision regarding the complaint. Written communication with the student may be in the form of email, using the College's official email address, or by postal mail.

## **Student Grievances and Grievance Procedures**

Northeastern Oklahoma A&M College does not discriminate on the basis of age, race, color, religion, sex, sexual orientation, genetic information, gender identity or expression, national origin, disability, protected veteran status, or other protected category, in any of its policies, practices or procedures. This provision includes, but is not limited to, admissions, employment, financial aid, and educational services.

If a student believes that an action has been taken against the student that misrepresents an established policy or procedure and/or violates the student's right to an education, the student may request that the action be reviewed by following the procedures described below. Grievances or concerns on matters related to the Americans with Disabilities Act, Section 504, or the Rehabilitation Act of 1973 and Title IX of the Education Amendments of 1972 should be filed under the same guidelines.

Northeastern Oklahoma A&M College has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints and grievances including any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act.

## **Complaints**

- A complaint may be filed verbally or in writing and should include the name and address of the person filing the complaint as well as a brief description of the alleged violation. Complaints should be addressed to:  
**Vice President for Student Affairs PO Box 3892 Miami, OK 74354**
- A complaint should be filed within thirty (30) working days after the complainant becomes aware of the alleged violation.
- An investigation, as may be appropriate, shall follow a filing of a complaint. An informal but thorough investigation shall be conducted by the Vice President for Student Affairs, who will afford all interested persons and/or their representatives an opportunity to submit evidence relevant to a complaint.
- A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Director of Counseling and a copy forwarded to the complainant no later than thirty (30) working days after the filing.
- The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies, such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
- The ADA Coordinator shall maintain the files and records of NEO A&M College relating to complaints filed.

These rules shall be construed to protect the substantive rights of interested person to meet appropriate due process standards and to assure that Northeastern Oklahoma A&M College complies with the ADA regulations.