

TCAT-023 Uniform Procedures for Grievances/Complaints by Students at TCAT's



Policy/Guideline Area

Tennessee Colleges of Applied Technology

Applicable Divisions

TCATs

Purpose

The purpose of this guideline is to provide a procedure through which students of the Tennessee Colleges of Applied Technology may submit a complaint if the student has a concern regarding a situation or condition at the TCAT and the student believes they have been treated unfairly or inequitably.

Policy/Guideline

I. [Limitations on Scope and Use of Process](#)

- A. Allegations of harassment or discrimination based on a protected category shall be processed in accordance with TBR Guideline P-080, Discrimination & Harassment - Complaint & Investigation Procedure.
- B. Allegations of sexual misconduct shall be processed in accordance with TBR Policy 6.03.00.00, Sexual Misconduct.
- C. Grade appeals should comply with the appropriate grade appeal process.
- D. Matters regarding student discipline are processed in accordance with the student disciplinary policies and rules found at TBR Policy 3.02.00.01, General Regulations on Student Conduct and Disciplinary Sanctions and Student Conduct and Disciplinary Sanctions, Rule 0240-02-03 of the rules published by the Tennessee Secretary of State. This information may be found in the student handbook/catalog available on the college's website.
- E. Appeals of traffic or parking citations should be processed as specified by each institution's website.

- F. In order to resolve concerns in a timely manner, complaints must be presented within ten (10) school days after the occurrence of the event claimed to have given rise to the complaint. Any complaint not presented within the time provided is waived and will not be considered.

II. Process

- A. It is the philosophy of the TCATs that many complaints can be resolved through open and clear communication, and should be resolved at the lowest level possible. Therefore, the student should first discuss the grievance/complaint with the instructor, administrator or student involved in the matter in an attempt to resolve the concern.
1. If the concern cannot be resolved through informal discussion, the student may file a written grievance/complaint with the office of Student Services. The Student Services Coordinator will meet with the student, investigate the grievance/complaint, consult other TCAT personnel or students as needed, determine an appropriate resolution, and notify the student, in writing, of the outcome.
 2. If the student is not satisfied with how the Student Services Coordinator attempted to resolve the issue, the student may appeal to the President within five (5) school days of receipt of the Students Services Coordinator's letter.
 - a. The President may discuss the matter with the student and the Student Services Coordinator, and any other personnel they feels appropriate.
 - b. The President will provide a written decision to the student within five (5) days of receipt of the appeal.
 - c. The President's decision will be final.

- d. If either party involved in a complaint or grievance is not satisfied with the decision of the President, the Council on Occupational Education reviews all written, signed complaints that allege non-compliant activities and practices of applicant, candidate, or accredited institutions: 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350; phone: 800-917-2081 (toll-free); website: [Council on Occupational Education](#)

Sources

Authority

T.C.A. § 49-8-203

History

February 14, 2002 Director's Meeting, May 21, 2002 President's Sub-Council Meeting; Admin Change, February 27, 2008; President's August 2021 meeting; Ministerial Changes, October 15, 2024.

Related Policies

[P-080 Discrimination & Harassment - Complaint & Investigation Procedure](#)

[3.02.00.01 General Policy on Student Conduct & Disciplinary Sanctions](#)

[3.02.01.00 Student Due Process Procedure](#)