

## Procedure 3.2401

### Student Concern/Complaint Process Procedure

Student input regarding the programs, services, and operations of Beaufort County Community College (BCCC) are welcomed by the administration, faculty, and staff.

- Complaints regarding grades should follow the [Grade Appeal Procedure](#).
- Complaints regarding disciplinary incidents should follow the [Student Incident Procedure](#).
- Complaints regarding distance education students should follow the [Distance Education / Online Student Complaint Procedure](#).
- Complaints regarding accreditation should follow [Student Complaints about Accreditation Procedure](#).
- Complaints concerning postsecondary institutions offering degree programs in North Carolina should follow [Student Complaints Concerning the College Procedure](#)
- For all other general complaints, see below.

### General Complaints

Students with concerns or complaints (either verbal or written) regarding programs, services, and operation of BCCC should contact the following individuals:

#### Continuing Education

Stacey Gerard Room 808A Building 8  
252.940.6241  
[stacey.gerard@beaufortccc.edu](mailto:stacey.gerard@beaufortccc.edu)

#### Facilities & Maintenance

Jason Squires Room 209 Building 1  
252.940.6226  
[jason.squires@beaufortccc.edu](mailto:jason.squires@beaufortccc.edu)

### Instruction

It is recommended that students discuss issues with their instructor(s) before proceeding to this step.

**Allied Health & Professional Services**

Erica Caracoglia Room 23 Building 12  
252.940.6425  
[erica.caracoglia@beaufortccc.edu](mailto:erica.caracoglia@beaufortccc.edu)

**Arts & Sciences**

Lisa Hill Room 110 Building 3  
252.940.6223  
[lisa.hill@beaufortccc.edu](mailto:lisa.hill@beaufortccc.edu)

**Business & Industrial Technology**

Ben Morris Room 111C Building 2  
252.940.6374  
[ben.morris@beaufortccc.edu](mailto:ben.morris@beaufortccc.edu)

**Library**

Paula Hopper Room 104D Building 5  
252.940.6243  
[paula.hopper@beaufortccc.edu](mailto:paula.hopper@beaufortccc.edu)

All written concerns/complaints submitted by students to the supervisory level of the College should be forwarded along with a description of the resolution by that supervisor to the Vice President of Student Services to be filed.

**References**

**Legal References:** *Enter legal references here*

**SACSCOC References:** *Enter SACSCOC references here*

## Procedure

### Cross References:

- [Student Rights and Due Process Policy](#)
- [Grade Appeal Procedure](#)
- [Student Incident Procedure](#)
- [Student Complaints About Accreditation Procedure](#)
- [Student Complaints Concerning the College Procedure](#)
- [Ban Procedure](#)
- [Grievance Procedures for Students with Disabilities Procedure](#)
- [Distance Education / Online Student Complaint Procedure](#)

### History

**Senior Staff Review/Approval Dates:** 8/3/2015

**Board of Trustees Review/Approval Dates:** *Enter date(s) here*

**Implementation Dates:** *Enter date(s) here*