

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

Facilities & Maintenance

Jason Squires Room 209 Building 1
252.940.6226
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

Arts & Sciences

Lisa Hill Room 110 Building 3
252.940.6223
lisa.hill@beaufortccc.edu

Business & Industrial Technology

Ben Morris Room 111C Building 2
252.940.6374
ben.morris@beaufortccc.edu

Library

Paula Hopper Room 104D Building 5
252.940.6243
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*