Dealing with Complaints from Students

Occasionally, students may be dissatisfied with the level of instruction that they are
receiving or the other matters pertaining to program content or delivery. When a
student is dissatisfied with a specific instructor, it is recommended that the student
first be directed to the classroom instructor to resolve the situation. If this is
unsuccessful, it becomes the responsibility of the PC to meet with the student and
determine the best course of action. If the student continues to object to the PC’s
decision, the matter should be forwarded to the Department Chair.