

STUDENT COMPLAINT REPORTING POLICIES AND PROCEDURES

Raritan Valley Community College (RVCC) is committed to providing clear, accessible avenues for students to submit complaints when they encounter a problem that they cannot resolve.

TITLE IX: SEXUAL HARASSMENT AND UNLAWFUL DISCRIMINATION

Raritan Valley Community College does not discriminate on the basis of age, color, creed, religion, disability, marital status, veteran status, national origin, race, sex, sexual orientation, gender identity or gender expression. This nondiscrimination policy covers all aspects of student life including admission, instruction, financial aid, educational services, and athletics. To file a Title IX complaint, please contact the Title IX Administrator:

Cheryl Wallace, Executive Director of Human Resources, Compliance & Security
Human Resources, Somerset Hall, S220
908-526-1200 x8260
cheryl.wallace@raritanval.edu

SEXUAL MISCONDUCT AND VIOLENCE

Raritan Valley Community College affirms the rights of its students to thrive in an environment free from violence and sexual misconduct (sexual assault, dating/domestic violence, and sexual exploitation). Sexual offenses violate college regulations and criminal law. Any reported violation will be treated swiftly through established college disciplinary procedures and/or legal avenues. Reports of sexual misconduct and violence can be reported to Campus Safety (College Center Ground Floor, S010, 908-526-1200 x8370) and/or the Dean of Student Affairs:

Jason Fredericks
College Center Suite C-143
908-526-1200 x 8311
jason.fredericks@raritanval.edu

STUDENT HARASSMENT, INTIMIDATION, AND BULLYING

It is the intention of RVCC to create, promote, and maintain a safe educational environment in which all students are treated with dignity and respect. Accordingly, student harassment, intimidation, and bullying are strictly prohibited on the College campus; at any other location where the College offers courses or sponsors events; and/or at or in connection with any College sponsored function or event. This prohibition applies to all students and to all employees of the College, including student workers, and to all consultants, contractors, and other individuals performing work for the College. Potential violations of this policy should be reported electronically via <https://cm.maxient.com/reportingform.php?RaritanValleyCC> or in person to the Dean of Student Affairs:

Jason Fredericks
College Center Suite C-143
908-526-1200 x 8311
jason.fredericks@raritanval.edu

DISABILITY ACCOMMODATIONS

Students with a complaint/ grievance concerning accommodations should submit a Level I grievance form to the Director of Disability Services to resolve the complaint:

Rikita Singh
College Center C-124
908-526-1200 x 8921
rikita.singh@raritanval.edu

The grievance should be filed within 45 days of the alleged violation. If the student does not think that the matter has been resolved at this level, he/she may submit the complaint to the Dean of Student Affairs within 10 days of the level I appeal:

Jason Fredericks
College Center Suite C-143
908-526-1200 x 8311
jason.fredericks@raritanval.edu

If there is need for a final appeal, it should be sent to:

Cheryl Wallace, Executive Director of Human Resources, Compliance & Security
Somerset Hall, S220
908-526-1200 x8260
cheryl.wallace@raritanval.edu

ACADEMIC COMPLAINTS

Student complaints of an academic nature should initially be discussed between the student and the student's instructor. Failing a satisfactory resolution of the problem at this level, the student should consult with the appropriate department chairperson. Should the student still feel that a satisfactory resolution has not been achieved, the student may request that the appropriate Division Dean review the matter.

TECHNOLOGY SERVICES

Complaints to the Technology Services Help Desk can be in person at Somerset 118 or West 206, by phone to 908 526 1200 x7887 or 908 231 8811, or via email to Helpdesk@raritanval.edu.

NON-ACADEMIC COMPLAINTS

At Raritan Valley Community College, students are provided the highest levels of service to ensure that their experience at the College is a positive one. RVCC attempts to quickly and effectively resolve all concerns and complaints to students' satisfaction. Students can report concerns or complaints about any aspect of their experience with the college by submitting this form online:

The form must be accessed via RVCC Commons:

https://cm.maxient.com/reportingform.php?RaritanValleyCC&layout_id=3

STATE OF NEW JERSEY - OFFICE OF THE SECRETARY OF HIGHER EDUCATION (NJ-OSHE)

1 John Fitch Way 10th floor, Trenton, NJ 08625; 609- 292-4310

Students have the right to file a complaint with the NJ OSHE. However, students must first attempt to resolve the complaint directly with RVCC's administration. NJ-OSHE will not review a complaint until all grievance procedures at RVCC have been followed, all avenues of appeal exhausted, and documentation provided that such procedures have been exhausted.

<https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

MIDDLE STATES COMMISSION ON HIGHER EDUCATION (MSCHE)

3624 Market Street, 2nd Floor West, Philadelphia, PA 19104; 267-284-5000

Students have the right to file a complaint with MSCHE at any time regarding RVCC's compliance with the Commission's Requirements of Affiliation, standards, or policies or regarding RVCC's compliance with its own policies or procedures. Individuals interested in submitting information regarding an institution's status to be considered during an upcoming accreditation review should follow the Commission's policy on Third-Party Comment. The Commission reserves the right to review incoming complaints under either policy as appropriate to the circumstances All complaints must be submitted online using the Commission's official **Complaints and Third Party Comment Form** (<https://www.msche.org/complaints>). Complaints submitted without this form completed in its entirety will not be reviewed by the Commission.

Matters outside of the Commission's purview include disputes between individuals and affiliated institutions about admission, grades, granting or transferability of credits, application of academic policies, fees or other financial matters, disciplinary matters, contractual rights and obligations, personnel decisions, or similar matters.