



## STUDENT COMPLAINTS STATE AUTHORIZING AGENCY OHIO DEPARTMENT OF HIGHER EDUCATION

Students who have concerns related to classroom situations or administrative actions should first contact the faculty or staff member(s) with whom there has been a conflict. It may be possible to resolve the concerns without the need for formal institutional action.

*The following complaints are **not** under the jurisdiction of the Ohio Department of Higher Education*

- *Complaints filed more than two years after the incident*
- *Grade disputes*
- *Student conduct violations*
- *Criminal misconduct*
  - o *Complaints concerning criminal misconduct should be filed with local law enforcement*
- *Violations of federal law*
  - o *Complaints relating to violations of federal law should be filed directly with the federal agency having jurisdiction over the matter*

If the student's complaint is not resolved satisfactorily, or if the complaint cannot be resolved by contacting the faculty or staff member(s), the student should file a complaint through the institution's established complaint process. The institution's complaint process can be found in the **Pickaway-Ross Career & Technology Center Student Handbook, Section 3.18 - Complaints**. The Pickaway-Ross Career & Technology Center Student Handbook is located online at <https://www.pickawayross.com/Resources.aspx>. If the student is unable to resolve the complaint in this manner, the student should contact the Ohio Department of Higher Education using the online complaint form at <https://www.ohiohighered.org/students/complaints>.

After receiving a complaint through the Ohio Department of Higher Education complaint form, the Ohio Department of Higher Education will review the submitted materials. If needed, the Ohio Department of Higher Education will contact the person submitting the complaint for any required additional information or clarifications. The Ohio Department of Higher Education will then send a copy of the complaint to Pickaway-Ross Career & Technology Center and ask for a response within three weeks. After receiving the institution's response, the Ohio Department of Higher Education will determine whether the institution's student complaint process has been followed and exhausted and what additional steps or follow-up, if any, will be taken. The Ohio Department of Higher Education will notify both parties, in writing, of the outcome of their review. Depending on the complexity of the complaint, most follow-up contact regarding the complaint will be completed within 4 to 6 weeks.

If you have additional questions about the ODHE complaint process, contact information for the Ohio Department of Higher Education is available at <https://www.ohiohighered.org/students/complaints>.