

STUDENT COMPLAINT POLICY

Student Complaints and Grievances

Laredo College values the opportunity to address student concerns and is committed to ensuring a fair, transparent process for resolving complaints. Students who encounter issues with academic or non-academic matters are encouraged to pursue resolution through the appropriate institutional channels. Below are the main pathways for submitting and addressing student complaints:

Internal Grievance Procedure

The College District encourages students to first discuss their concerns with the appropriate faculty member or other campus administrator who has the authority to address the concerns. If the issue is not resolved informally, students may proceed through the College's formal grievance process, outlined in the Student Handbook and accessible through the Office of Student Affairs. This process includes steps for submitting written complaints, appeal procedures, and timelines for responses. All complaints will be addressed promptly and equitably.

Complaint Process under the State Authorization Reciprocity Agreement (SARA)

As a participant in SARA, Laredo College follows specific consumer protection policies for distance education students residing outside Texas. Students with complaints related to consumer protection laws under SARA should first attempt to resolve their concerns through the College's internal grievance process. If the matter remains unresolved, students may contact the Texas SARA State Portal Entity for assistance. More information on filing SARA-related complaints is available on the NC-SARA Student Complaints page (<https://nc-sara.org/>).

Texas Higher Education Coordinating Board (THECB) Student Complaint Process

The Texas Higher Education Coordinating Board (THECB) oversees complaints that fall within its jurisdiction. Before submitting a complaint to THECB, students must complete the College's internal complaint and appeals processes. For eligible issues, students may submit complaints to THECB via email at studentcomplaints@theccb.state.tx.us or studentcomplaints@highered.texas.gov.

Further information on the types of complaints THECB can address is available on their website.

Contact Information and Online Resources

For detailed guidelines on the complaint process and specific contacts within the College, please refer to the Laredo College website <https://www.laredo.edu/student-services/students-rights-responsibilities/Student-Complaint-FLD-Grievance.html>. Additional support is available through the Office of Student Discipline/Title IX Director. Laredo College is committed to ensuring that each complaint is handled respectfully, confidentially, and with a focus on reaching a fair outcome for all parties involved.