

STUDENT COMPLAINT POLICY & PROCEDURES

Pittsburgh Technical College (PTC) students are encouraged to participate fully in the educational process. To that end, students are provided with the Student Complaint Policy and Procedures.

A student with a complaint or concern that a policy or procedure of a department has been incorrectly or unfairly applied in his/her particular case, or an informal or formal charge against a person's behavior, has recourse through the complaint and appeal procedures. PTC students should follow the procedures detailed in this policy when registering a concern with the appropriate department or when filing an appeal. Students should contact the appropriate PTC representative immediately, or as soon as practical, to file a complaint. All complaints will be handled as quickly as a thorough process can be completed, typically within ten school days.

For purposes of this policy, PTC defines a student grievance as any complaint relating to academics, discrimination, harassment, the privacy of student records (FERPA), Title IX, appeals against disciplinary or grievance decisions, and Americans with Disabilities Act (ADA) accommodations. If you have questions concerning this policy, bring them to the attention of the Vice President of Student Services.

INFORMAL COMPLAINT PROCESS

Each student who has a grievance should make a reasonable effort to resolve issues on an informal basis before filing a formal complaint. Meetings and dialogues between the parties directly involved are examples of informal problem-solving strategies that are highly recommended. Both parties are expected to seek a solution that is equitable and satisfactory.

Complaints concerning sexual harassment or gender discrimination may be brought directly to the attention of the Title IX Coordinator, Nancy Sheppard, at 412-809-5311, or sheppard.nancy@ptcollege.edu. The student and Ms. Sheppard can determine whether to follow the informal or formal process based on the type of complaint and/or any other factors relevant to making the determination.

Complaints regarding non-gender-specific discrimination or accommodations for a student with a disability may be brought directly to the attention of the Vice President of Student Services, Keith Merlino, at 412-809-5256, or merlino.keith@ptcollege.edu. The student and Mr. Merlino can determine whether to follow the informal or formal process based on the type of complaint and/or any other factors relevant to making the determination.

Basic steps for informal academic complaints include:

Complaint Procedure for Nursing, Business, and Culinary Arts Program	Complaint Procedure for all other Programs
<ol style="list-style-type: none"> 1. Meet with the instructor, if the issue is not resolved - 2. Schedule a meeting with the Program Director (see the PTC Catalog for a list of staff/faculty by department) who can work with the student to come up with a final informal determination. 	<ol style="list-style-type: none"> 1. Meet with the instructor, if the issue is not resolved - 2. Schedule a meeting with the Academic Chair (see the PTC Catalog for a list of staff/faculty by department), who can work with the student to come up with a final informal determination.

Basic steps for non-academic complaints include:

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<ol style="list-style-type: none"> 1. Meet with the other person/party directly involved, if the issue is not resolved 2. Meet with the appropriate Department Manager/Director (see the PTC Catalog for a list of staff/faculty by department) for a final informal determination.

If a complaint cannot be satisfactorily resolved through the informal process, students may file a formal complaint by following the procedures shown below.

FORMAL COMPLAINT

Should the informal process described above fail to resolve the complaint satisfactorily, PTC's formal complaint process may be initiated. To begin the formal process, the student must complete the [Student Complaint Form](#) located on PTC's Consumer Information webpage and submit it to the appropriate department Academic Chair or Vice President (depending on program). Steps in the process include:

Category Of Complaint	Explanation	How To File
Academic, Faculty, and/or Curriculum.	Students may file a complaint regarding grades, academic probation or dismissal, degree requirements, faculty members, curriculum, etc. using this procedure.	<p>Culinary and Business: Deliver the completed Student Complaint Form to the Academic Chair, Melissa Wertz, (4th floor) or by email at wertz.melissa@ptcollege.edu. Contact# 412-809-5358</p> <p>Nursing: Deliver the completed Student Complaint Form to the Academic Chair, Terri Barbour, (4th floor) or by email at barbour.theresa@ptcollege.edu. Contact # 412-809-5275.</p> <p>All other programs: Deliver the completed Student Complaint Form to the Vice President of Education, Eileen Steffan, by hand (3rd floor) or by email at steffan.eileen@ptcollege.edu. Contact #: 412-809-5211</p>
Financial Aid, Scholarships, Grants, FERPA, Disciplinary Actions	Students may file a complaint regarding the financial aid process, institutional aid determinations and disbursements, student data privacy, student conduct determinations or actions, etc. using this procedure.	Deliver the completed Student Complaint Form to the Sr. Vice President of Academic Affairs, Mark Scott, by hand (3 rd floor) or by email at scott.mark@ptcollege.edu . Contact #: 412-809-5250
Discrimination	Students who believe they have been discriminated against because of their race, ethnicity, color, religion, national origin, disability, veteran status, sexual orientation, sex, gender identity, or genetic information they have the right to file a complaint using this procedure, as well as the right to file a complaint to an outside resource (see below).	Deliver the completed Student Complaint Form to the Vice President of Student Services, Keith Merlino, by hand (3 rd floor) or by email at merlino.keith@ptcollege.edu . Contact #: 412-809-5256
		Title IX specific discrimination complaints can be delivered to the Title IX Coordinator, Nancy Sheppard, by hand (3 rd floor) or by email at sheppard.nancy@ptcollege.edu . Contact #: 412-809-5311

Sexual Harassment or Assault	<p>A Title IX complaint can be filed, using this process, if students believe their Title IX rights have been violated. In addition, students also have the right to file a complaint to an outside resource.</p> <p>Title IX of the Education Amendments of 1972 (Title IX), 20 U.S.C. §§ 1681 et seq., and its implementing regulations, 34 C.F.R. Part 106 also prohibits gender-based harassment, which may include acts of verbal, nonverbal, or physical aggression, intimidation, or hostility based on sex or sex-stereotyping, even if those acts do not involve conduct of a sexual nature.</p>	<p>The completed Student Complaint Form can be delivered to the Title IX Coordinator, Nancy Sheppard by hand (3rd floor) or by email at sheppard.nancy@ptcollege.edu.</p> <p>Contact #: 412-809-5311</p>
Student Services, Student Housing, Harassment, ADA Accommodations, and all other issues	<p>Students may file a complaint regarding student activities, roommate issues, housing complaints, harassment that is not gender-specific or sexual in nature (see above), accommodations provided for disability, etc. In addition, students may file a complaint to the OCR (see below) for ADA specific issues.</p>	<p>Deliver the completed Student Complaint Form to the Vice President of Student Services, Keith Merlino, by hand (3rd floor) or by email at merlino.keith@ptcollege.edu.</p> <p>Contact #: 412-809-5256</p>

An initial meeting will be held as soon as practicable, typically within three school days. A decision will generally be provided within ten school days following the initial meeting.

APPEALS

A [Request for Appeal](#) must be filed in writing to the Sr. VP of Academic Affairs (or designee), Mark Scott, 412-809-5250, or scott.mark@ptcollege.edu within three business days of the hearing or formal complaint determination. The form is located on the Consumer Information page of the PTC website. Any exceptions are made at the discretion of the Sr. VP of Academic Affairs (or designee) and, when appropriate, the Title IX Coordinator.

Information on the appeals process is located in the Student Handbook and [Consumer Information](#) page.

OUTSIDE RESOURCES

Complaints may be brought to the attention of the Pennsylvania Department of Education Bureau of Postsecondary and Adult Education (PDE) and/or the Middle States Commission on Higher Education.

Pennsylvania Department of Education
 Bureau of Postsecondary and Adult Education
 333 Market Street, 12th Floor
 Harrisburg, PA 17126-0333
 Fax: 717-772-3622
 Website: [PDE Complaint Procedure](#)
 Email: RA-pls@pa.gov

Middle States Commission on Higher Education
 3624 Market Street, 2nd Floor West,
 Philadelphia, PA 19104
 Telephone: (267) 284-5000
 E-mail: info@msche.org

Students who have an ADA or Title IX concern may contact The Office of Civil Rights at the U.S. Department of Education for assistance.

Office for Civil Rights, Enforcement Office

U.S. Department of Education,

The Wanamaker Building

100 Penn Square East, Suite 515

Philadelphia, PA 19107-3323

Telephone: 215-656-8541, FAX: 215-656-8605; TDD: 800-877-8339

Email: OCR.Philadelphia@ed.gov

Website: <http://www2.ed.gov/about/offices/list/ocr/complaintintro.html>