

Austin Community College Compliance Certification Response (5th Year Interim Report)

Austin Community College has adequate procedures for addressing written student complaints and can demonstrate that the College follows those procedures when resolving student complaints. The College's procedures for resolving student complaints apply to all students, regardless of campus or teaching location. This includes the Round Rock Higher Education Center.

Student complaints may include (but are not limited to) issues regarding classroom instruction, college services and offices, as well as discrimination based on race, color, gender, religion, age national origin, disability, or sexual orientation. ACC has published policies that address both academic and non-academic complaints. The policy for academic complaints is outlined in the [Student Handbook\[1\]](#), [ACC Catalog\[2\]](#), and the applicable [Administrative Rule\[3\]](#). The policy for non-academic complaints is found in the [Student Handbook\[4\]](#), [ACC Catalog\[5\]](#), and applicable [Administrative Rule\[6\]](#).

For both academic and non-academic complaints, the appropriate college office maintains records of the original written complaint and its resolution. Documentation that these procedures have been followed may be accessed on site.