Student

Northern New Mexico College
Student Complaint Process Flow Chart
As of: October 2018

Student Reports Complaint via Telephone, In Writing, Website Feedback Form

Dean of Students

Complaint received, Investigated and Tracked by Dean of Students

Involved departments

Involved Department Aids in Complaint Investigation by Dean of Students
Advisement – Food Services – Instruction – Staff – Faculty – Registrars Office – Testing - Other

Veracity of Complaint Determined

Valid Complaint

Department Takes Corrective Action to Remedy Complaint

Strategic Planning

Strategic Planning Forum and Plans for Continuous Improvement

Cross Reference to Policies and Procedures

Map Title: NNMC Student Complaint Process
Author: Dr. Ivan Lopez-Hurtado
Title: Provost
Original Date: October 22, 2018
Revision Date: October 22, 2018
Termination Date: