

# Complaint Procedures

NMJC does not discriminate on the basis of race, color, religion, national origin, ancestry, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation (including perceived sexual orientation), gender identity, marital status, spousal affiliation, disability (physical or mental), serious medical condition, age (40 and older), genetic information or veteran status or any other legally protected categories, classes or characteristics. NMJC is committed to ensuring persons of all these protected classes will have access to NMJC's programs, facilities, and employment.

## Informal Complaint Process

An individual with a concern or complaint is encouraged (but is not required) to attempt an informal resolution through discussion with the involved employee, or the employee's direct supervisor or dean. If the matter is not resolved informally, the student may proceed to the formal complaint process.

## Formal Complaint Process

The individual must submit a written concern or complaint to the appropriate campus authority who will typically serve as the grievance officer. The submission of the written concern or complaint may be achieved through a variety of means determined by the nature of the concern or complaint and the preference of the complainant.

This includes:

**Virtual Suggestion Box:** Anyone who has a concern or suggestion may express that concern via the Virtual Suggestion Box found at the NMJC website under Resources and Services.

**Online Complaint Form:** An individual who wishes to make a formal complaint may go to the NMJC website, click on

"Resources and Services" on the navigation bar, then click on Complaint Form and enter their concern or complaint. This communication will go to the Director of Communications who will disseminate the information to the appropriate campus authority. If the person making the complaint provides his/her contact information, the appropriate VP will contact him/her with the resolution. This entire procedure will be documented with copies given to the student, the appropriate Vice President, the Director of Communications, and the Vice President for Student Services/Title IX Coordinator.

**Written Complaints:** Written complaints may be submitted in person, via email, or via mail to the appropriate campus authority. Written complaints should include the following information:

1. Your name and contact information
2. Name of the individual and/or department against whom the concern/complaint is filed
3. A description of your concern/complaint in detail, including date(s) of the occurrence (be as specific as possible), and
4. Any other attempts you have made to resolve this situation and the outcome.

Send to:

**Cathy Mitchell**

Title IX Coordinator and Section 504 Coordinator

Vice President for Student Services  
Ben Alexander Student Learning Center  
(575) 492-2761  
[cmitchell@nmjc.edu](mailto:cmitchell@nmjc.edu)

## New Mexico Higher Education Department Complaint Process

New Mexico Higher Education Department (NMHED) has the authority to help facilitate the resolution of student complaints, only after the student has utilized all internal complaint procedures at the educational institution.

After receiving a Student Complaint Form, NMHED staff will review the form and attachments. If the initial review falls within the purview of NMHED they shall attempt to facilitate a resolution to the complaint by sending a copy of the complaint to the institution against which the complaint has been made. The institution must respond to the complaint within 10 business days of receipt. Please note that in some circumstances the NMHED may permit additional time for a response. All parties will be notified of the outcome of the complaint. Student complaints about grades or student conduct may not be appealed.

Go to [https://hed.state.nm.us/uploads/documents/NMHED\\_Student\\_Complaint\\_Form\\_7-2021.pdf](https://hed.state.nm.us/uploads/documents/NMHED_Student_Complaint_Form_7-2021.pdf) to download the NMHED Student Complaint Form. Once complete, the form and supporting attachments should be emailed to the attention of the New Mexico Higher Education Department at: [HigherEd.Info@state.nm.us](mailto:HigherEd.Info@state.nm.us).