



Student Advocacy Procedures

Information for Students Regarding Complaints & Appeals



Students may have questions or complaints arising from or related to a variety of concerns. Below is a snapshot of topics with a brief description of how these are addressed along with appropriate contact information. A full listing of grievance procedures with additional details is located in the Student Handbook at www.middlesex.mass.edu/studenthandbook.

GRADES

"I believe the final grade I received for this class is not accurate."

- Whenever possible, if the conflict can be resolved with the instructor through informal resolution, this is encouraged.
- **Contact Associate Dean of Students, Rebecca Newell at newellr@middlesex.mass.edu or 978-656-3363 to review next steps.**

DISCRIMINATION

"I believe that I have been treated unfairly due to my age, color, disability, gender, gender identity, genetic information, national origin, race, religion, sexual orientation or veteran status."

- **Contact Affirmative Action Officer & Assistant Director of HR Talent & Compliance, Reginald Nichols, at nicholsr@middlesex.mass.edu or 781-280-3536.**

DISCRIMINATION ON THE BASIS OF SEX/GENDER

"I believe I have experienced sexual harassment, sexual violence or discrimination based on my sex. (These may have included alleged instances of stalking or domestic violence)."

- Call 911 whenever safety is at risk.
- **Contact the Director of Compliance, Darcy Orellana, at orellanad@middlesex.mass.edu or 781-280-3559.**

PREGNANCY

"I believe I may need assistance with successfully completing my coursework due to my pregnancy, childbirth or parental status."

- **Speak with your instructor and/or contact Director of Compliance, Darcy Orellana, at orellanad@middlesex.mass.edu or 781-280-3559.**

VIOLENCE OR THREAT THEREOF

"I believe I have knowledge of an imminent threat to the safety of the campus, or I have witnessed or been a victim of physical violence."

- Call 911 whenever safety is at risk.
- **Contact MCC Public Safety at (Bedford) 781-589-0234 - (Lowell) 781-589-1384.**

SUICIDE OR SELF-HARM

"I may be at risk of self-harm, or know someone at MCC who may have attempted or expressed thoughts of suicide."

- Call 911 whenever safety is at risk, or go to your local hospital emergency room.
- If you are concerned about a peer, complete a *Student Concern Form* on the Dean of Students website.
- For mental health emergencies when you are not in immediate physical danger, contact the *MA Statewide Emergency Services Program* (available 24/7/365) at 1-877-382-1609.
- **For help with mental health referrals: Wellness Counselor, Lynn Gregory, at gregoryl@middlesex.mass.edu or 781-280-3635.**

STUDENT'S RIGHTS

"I believe my student rights have been violated."

*(Note: **Student Rights and Responsibilities** can be found in the Student Handbook.)*

- Whenever possible, if the conflict can be resolved through informal resolution, this is encouraged.
- **Contact Associate Dean of Students, Rebecca Newell, at newellr@middlesex.mass.edu or 978-656-3363.**

COMPETENCE OF FACULTY OR STAFF

"I believe a faculty or staff member is neglecting his/her duty, is incompetent, or is treating students unprofessionally."

- Speak with the supervisor for the area or the Academic Dean.
- If applicable, complete a Teacher Evaluation at the end of the semester.

CAMPUS NEEDS

"I believe something can be improved at the college that will provide a greater service or resource for all students."

- **Contact the MCC Student Government Association (SGA) via the Engage website, attend a weekly public meeting, or e-mail studentengagement@middlesex.mass.edu.**

Questions about policies and procedures can be e-mailed to communitystandards@middlesex.mass.edu