

**Student Complaint Procedure:** MATC has established a formal system to assist students in resolving academic problems and course-related issues. In order for a complaint to be valid, the following steps must be followed in order:

Step 1: Meet with the instructor to discuss any questions related to the course (e.g., requirements or assignments) or if you are experiencing academic problems. If the issue is unresolved after meeting with the instructor,

Step 2: Meet with the associate dean of the department. If the issue is unresolved after meeting with the associate dean,

Step 3: Meet with the dean of the department. If the issue is unresolved after meeting with the dean,

Step 4: Go to the Office of Student Life for assistance.