

Student Complaint and Grievance Procedures

Part 1. Procedure for Filing Complaint

Any student or group of students may present or discuss a complaint with the staff member(s) whose actions give rise to the complaint, or with the person to whom the staff member(s) report(s). The student may have a representative in attendance for any such discussion. The college staff member to whom the complaint is submitted will seek information from all parties involved in the complaint, including any college staff member or office cited in the complaint. In an effort to resolve the complaint, a meeting of all parties may be scheduled. Unless the complaint falls within the definition of discrimination, sexual harassment, or unless a formal grievance is initiated, a complaint may not be carried any further than this level. A complaint that falls within the definition of discrimination or sexual harassment is handled under the College Discrimination/ Harassment Procedure.

Part 2. Student Grievance Procedure

Step 1

If a complaint that falls within the definition of a grievance is not satisfactorily resolved in the informal/complaint discussion and if five (5) days have elapsed since the complaint was presented, the student(s) may then file a written grievance on the official grievance form supplied by the administration.

Such written grievance shall be submitted to the College employee whose action gives rise to the grievance.

No grievance shall be considered or processed unless it is submitted within twenty (20) days after the first occurrence of the event giving rise to the grievance, or within twenty (20) days after the student, through the use of reasonable diligence, should have obtained knowledge of the first occurrence of the event giving rise to the grievance.

The written grievance shall set forth the nature of the grievance, the facts on which it is based, with the alleged violation, and the relief requested. The College employee shall discuss the grievance within five (5) days with the student(s) at a time mutually agreeable to both parties.

If at this meeting a settlement is reached it shall be reduced to writing and signed by the College employee and the student(s).

If no agreement is reached, the College employee shall give written answer to the student(s) within five (5) days. In either case a copy shall be given to the College President.

Step 2

If no agreement is reached in Step 1, the student(s) may within five (5) days from the receipt of a written answer present the grievance, in writing, to the supervisor to whom the employee in Step

1 reports. The supervisor shall discuss the grievance within five (5) days with the student(s), at a time mutually agreeable to both parties.

If at this meeting a settlement is reached it shall be reduced to writing and signed by the supervisor and the student(s).

If no agreement is reached the Dean/supervisor shall give written answer to the student(s) within five (5) days. In either case a copy shall be given to the College President.

Step 3

If no agreement is reached in Step 2, the student(s) may within five (5) days from receipt of written answer present the grievance, in writing, to the College President or designee. The President or designee shall discuss the grievance within five (5) days with the student(s) at a time mutually agreeable to both parties.

If at this meeting a settlement is reached it shall be reduced to writing and signed by the President or designee and the student(s).

If no agreement is reached the President or designee shall give written answer to the student(s) within five (5) days. In either case the President shall send a copy to the Chancellor.

If the grievance involves a college or university rule or regulation, the decision of the president or designee is final and binding.

If the grievance involves a board policy or the action of a College President, a student may further appeal the College decision through the Chancellor to the board. The decision of the board is final and binding.

Step 4

If no agreement is reached in Step 3, the student(s) may within five (5) days from receipt of written answer, present the grievance, in writing, to the Chancellor.

Part 3. Time Limits

If a grievance is not presented within the established time limits, the grievance shall be considered as "waived."

If a grievance is not appealed to the next step within the established time limits, it shall be considered as settled on the basis of the last answer.

If, after presentation at any step, a College staff member does not discuss the grievance with the student(s) within the established time limits, the student(s) may treat the grievance as denied at that step, and may appeal the grievance to the next step.

If, after discussion, a College staff member does not answer a grievance within the established time limits, the student(s) may treat the grievance as denied at that step, and may appeal the grievance to the next step.

The time limits for any step may be extended by mutual agreement of the student(s) and the appropriate College personnel.

Part 4. Petitions

Students seeking an exception to any admission, registration or student services regulation or procedure may submit a written petition to the Registrar or the Vice President of Student Affairs/designee for consideration.

Exceptions to instructional regulations are made with an academic petition to the Vice President of Academic Affairs or designee.

Date effective: 7/1/1999

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