



## College Policy 4.10

### Student Complaints and Grievance Policy

#### Part 1. Philosophy

All students at MCTC have the right to due process for resolution of complaints and grievances against the College related to the interpretation of a specific rule or regulation or the application of the rule or regulation.

#### **Part 2. Definition of Student Complaint**

A complaint is initially an oral claim by a student alleging improper, unfair, arbitrary or discriminatory treatment. The College may ask the student to submit the complaint and its details in writing for purposes of follow-up and required College record keeping.

#### **Part 3. Definition of Student Grievance**

A grievance is a written claim raised by a student, alleging improper, unfair, arbitrary, or discriminatory action by an employee involving the application of a specific provision of a College rule/regulation or a board policy or procedure such as:

1. The interpretation of the specific provision of a rule or regulation, OR
2. The application of a rule or regulation in other than a uniform manner, OR
3. The application of a rule or regulation other than in accordance with the provisions of the rule.

NOTE: In all instances that follow, the term days does NOT include Saturdays, Sundays, holidays, or breaks in the academic year.

**Date of Adoption:** 7/1/1999

**Date of Implementation (if different from adoption date):**

**Date of Last Review:** 7/1/1999

**Date and Subject of Revisions:**