

Student Grievance Procedure

A grievance is defined as a complaint or dissatisfaction occurring when a student thinks that any condition at the College affecting him/her is unjust, inequitable or creates unnecessary hardship. Such grievances include but are not limited to mistreatment by any College employee; discrimination; problems with student or academic services; academic probation, suspension, readmission actions or other academic matters. These grievances do not include matters which have been determined through procedures prescribed for the Student Code of Conduct.

EXCLUSIONS

Discrimination: Grievances related to charges of discrimination due to age, color, sex, religion, national origin, race, creed, marital status, physical or mental disability, or equity issues of any nature should be directed to the Equity Coordinator.

Fees: Grievances concerning the assessment or refund of tuition and fees shall be directed to the Dean of Administrative Services.

Financial Aid: Grievances related to financial aid shall be directed to the Dean of Administrative Services.

Parking and Traffic: Grievances related to parking or traffic regulations shall be directed to the Dean of Administrative Services.

Contested Grades for Courses: (see appeal procedure found at the end of this section).

The student is encouraged to seek out the Office of the Ombudsman for guidance on this procedure, exclusions or any other matter of concern.

1. The first step is an oral discussion between the student and the person(s) alleged to have caused the grievance. The student should meet with the person as soon as practical after becoming aware of the condition that is the basis for the grievance.

If the student considers the response to this discussion to be unsatisfactory, he/she should initiate the action outlined in step 2.

2. The second step requires the student to submit a written petition within five (5) working days after notification of the Step 1 decision to the immediate supervisor or department head of the person alleged to have caused the grievance. The written petition should include:

- student's name, local address and phone number
- name and office of the individual alleged to have caused the grievance
- detailed statement of the event(s) being petitioned
- statement of action previously taken to resolve the issue
- the results of these actions
- the outcome desired by the student

The supervisor or department head will render a written decision to the student within five (5) working days of the date the petition was filed or within a time limit mutually agreed upon by both parties.

3. Any student who is not satisfied with the response after completing Steps 1 and 2 may present the grievance in written form to the appropriate dean within five (5) working days after receiving notification of the Step 2 decision.

The student shall be informed of the Step 3 decision within five (5) working days of the date the petition was filed or within a time limit mutually agreed upon by both parties.

All petitions filed shall be adjudicated to finality even if the aggrieved is no longer a student at the time of the proceeding.

APPEAL

The President of the College or designee shall be the final appeal but only after the prescribed grievance process has been exhausted. The President or designee shall review the matter and decide what action, if any, should be taken.