

## STUDENT COMPLAINTS AND GRIEVANCES

### Part 1. Definitions

For the purposes of this policy the following definitions apply:

#### *Subpart A. Appeals*

A request for reconsideration of a grievance decision under this policy.

#### *Subpart B. Complaint*

An oral or written claim concerning a College issue brought by a student alleging improper, unfair, or arbitrary treatment.

#### *Subpart C. Grievance*

A written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a specific provision of a College rule or regulation or a board policy or procedure. This policy does not apply to those College rules or procedures that include an appeal or grievance process.

#### *Subpart D. Retaliation*

Retribution of any kind taken against a student for participating or not participating in a complaint or grievance.

#### *Subpart E. Student*

An individual who is enrolled in the College or a group of such individuals or the campus student government.

### Part 2. Notification and Publication

The College shall inform students of the established complaint and grievance policy and procedures. These policies and procedures shall be publicized to students at least annually and include information for students about how and where to obtain the Student Complaint Form.

### Part 3. Complaints

This procedure is to be used when a student has a concern about his/her education at the College. The objective of the procedure is to resolve problems as quickly and efficiently as possible at the level closest to the student so the student's educational progress can continue. Nothing within this process precludes a student from seeking legal counsel at any step.

The student brings the concern to an appropriate employee or faculty member. If the student is uncomfortable with approaching the college employee directly, s/he may select an advocate (faculty member, advisor or other). The employees attempt to work with the student and other persons who are involved to resolve the problem within ten (10) working days. If the concern is not resolved satisfactorily, the student may file a grievance.

### Part 4. Grievances

If a student is dissatisfied with the results of the complaints' process, a grievance may be filed. All grievances must be submitted in writing. Forms are available in office of the Dean of Student Affairs and should be returned to the Dean of Student Affairs who will forward the concern to the appropriate administrator for written response to the student within ten (10) working days.

### Part 5. Appeals

The student has the right to appeal the grievance decision by filing a written appeal to the Dean of Student Affairs. Appeals must be filed within ten (10) working days from receipt of the grievance decision. The decision of an appeal may be completed by the President or President's designated official and is considered final and binding.

#### Part 6. Retaliation

No retaliation of any kind shall be taken against a student for participating or refusing to participate in a grievance. Retaliation may be subject to action under appropriate student or employee policies.

#### Part 7. Records Retention

All records of complaints and grievances shall be logged and housed in the Dean of Student Affairs Office and retained for a period of five (5) years.