
VII. STUDENT GRIEVANCE PROCEDURE

A. Purpose

The purpose of the Student Grievance Procedure is to provide a system to channel student complaints against faculty and staff concerning the following:

1. Alleged discrimination on the basis of age, sex, race, disability or other conditions, preferences, or behavior, including sexual harassment complaints.
2. Sexual harassment complaints should be directed to the Dean of Students. Because of the sensitive nature of this kind of complaint, a conference with the Dean of Students replaces the first step of the grievance procedure. The Dean of Students will consult with the student to determine the appropriate action that is required. If the grievance is not resolved after the meeting, then the remainder of the grievance procedure will be followed.
3. Academic matters, excluding individual grades, except where the conditions in the above items apply.

B. Procedures

Students must follow the following procedures:

1. **Step One:**

The student must go to the instructor or staff member where the alleged problem originated. An attempt will be made to resolve the matter equitably and informally at this level. The conference must take place within five working days of the incident, which generated the complaint.

2. **Step Two:**

If the grievance is not resolved at the informal conference, the student may file a written grievance. A grievance form shall be made available to the student by the Dean of Students. The Dean of Students will explain the grievance process to the student. The completed grievance form must be presented to the Dean of Students within five working days after satisfying the first step in the grievance process. The Dean of Students will then refer the

grievance to the immediate supervisor involved. The supervisor shall respond in writing to the student within ten working days of receipt of the grievance form from the department involved.

3. Step Three:

If the student wishes to appeal the decision of the supervisor, a further appeal may be directed to the Executive Vice President within five working days. The Executive Vice President shall respond in writing to the student within 10 working days of receipt of the grievance form.

4. Step Four:

If the written statement of the Executive Vice President does not satisfy the grievant, a request to appear before the Student Grievance Committee may be made. The student must submit a written request within five working days after receiving the written response from the Executive Vice President. The request shall include a copy of the original grievance form and the reason why the Executive Vice President response is unsatisfactory. A copy of the Executive Vice President response must be attached to the request by the student and given to the Dean of Students. The Dean of Students shall notify immediately the College President who shall insure that the committee is organized in a manner consistent with Section C of this procedure (The Student Grievance Committee). The Dean of Students will send copies of the appeal to the members of the committee, the employee, and the employee's supervisor. The employee against whom the grievance was filed shall be given an opportunity to respond in writing to the chairperson of the committee. Meeting(s) shall be conducted between five and fifteen working days after the request. A postponement may be granted by the chairperson upon written request of either party, if the reason stated justifies such action. The committee shall hold interviews with the grievant, the employee, and the supervisor, singularly, and in the absence of other witnesses. The committee may interview any additional witnesses that it considers necessary to render a fair decision. The committee shall decide by a majority vote the solution of the grievance. In case of a tie, the chairperson shall vote to break the tie. The chairperson shall forward a copy of the committee's decision to all parties involved and to the President of the College within two working days.

5. Step Five:

The committee's decision may be appealed by either party involved to the president of the college within ten working days of the committee's decision. The president shall review the committee's findings, conduct whatever additional inquiries deemed necessary, and will render a decision within ten working days of receipt of the appeal.

6. Step six:

The President's decision may be appealed by either party involved to the Board of Trustees of the college within ten working days of the President's decision. The Board of Trustees or a committee for the board shall review any information to date, conduct whatever additional inquiries deemed necessary, and render a decision within twenty working days of receipt of the appeal.

C. Student Grievance Committee

The Appeals Committee may serve as the Student Grievance Committee or, at the direction of the president. A new committee may be formed for each

grievance.

D. Right of Parties Involved in a Grievance

When a Grievance Committee meeting is scheduled, the parties involved are entitled to the following:

1. A written notice of the complaint.
2. A written notice of the time and place of the meeting. This notice shall be forwarded to all parties at least five working days prior to the meeting unless they waive this requirement.
3. A review of all available evidence, documents, or exhibits that each party may present at the meeting.
4. Access to the names of the witnesses who may testify.
5. The right to appear in person and present information on his or her behalf, call witnesses, and ask questions of any person present at the meeting.
6. The right to counsel. The role of the person acting as counsel is solely to advise the client. The counsel shall not address the committee.

Financial Aid Director with student

