

POLICY

Any student who believes he or she has been harmed by the interpretation, application or violation of college policies and/or procedures may file a complaint through the Vice President of Student Affairs' Office.

The complaint shall be handled in accordance with appropriate procedure approved by the President.

ADOPTED: September 27, 1976

Revised: April 22, 1996

Revised: February 28, 2000

Revised: November 20, 2000

Revised: December 1, 2008

PROCEDURE

1. A grievance is a claim by a student that he/she has suffered harm by a member of the college community due to one or more of the following conditions; sex, marital status, race, color, creed, national origin, ancestry, age, handicap or Vietnam-era veteran.

In the event that a student believes that he/she has the basis for a grievance, he/she shall first informally discuss the grievance with the college employee who is a party to the grievance within seven (7) calendar days of the alleged incident. If the informal discussion with the college employee fails to resolve the complaint, the student grievant may then pursue informal discussion of the issue with the employee's supervisor.

2. If, as a result of the informal discussion(s), a grievance still exists, the student shall submit the grievance, in writing, within fourteen (14) calendar days from the date of the alleged grievance to the Dean of the department in whose functional area of responsibility the alleged grievance took place with a copy to the college employee(s) who is/are a party to the grievance. Failure to initiate this procedure within the specified time frame shall negate the student's right to grieve.

The written grievance, signed by the student, shall include:

- a. The nature of the grievance including as much specificity as possible.
- b. The nature and extent of harm, loss or inconvenience.
- c. The results of previous discussion with the involved college employee.
- d. The dissatisfaction with previous action.

The appropriate Dean shall then investigate the charges and hold a formal meeting with the grievant, the college employee against whom the grievance is filed, and other parties to the grievance.

The appropriate Dean shall give a minimum of twenty-four (24) hours notice of such a formal meeting to the principal parties. This meeting shall be held at a time which is mutually convenient for both parties. The employee against whom the grievance is filed shall in such notice, be apprised of the specific nature of the complaint.

The principal parties to the grievance shall have the opportunity to have present a representative of their respective choices at the meeting.

The appropriate Dean shall respond after his/her investigation of the charges, in writing, to the written grievance within fourteen (14) calendar days of receipt of the grievance. A copy of the response shall also be provided to the college employee(s) who is/are a party to the grievance and the employee's supervisor.

3. If the student feels that he/she has not received a satisfactory settlement of the grievance from the appropriate Dean, he/she may request the Vice President-level officer of the respective division to hear the complaint. The final appeal may be to the President of the College. The President may review the complaint or, at the President's discretion, appoint a representative or a Review Committee to do so and make recommendations on the complaint. A review/hearing, if a hearing is felt appropriate by the

President, shall commence within fourteen (14) calendar days of the date on which the President received the request from the grievant.

The President's designated representative or Review Committee shall render its recommendation on the grievance, in writing, to the President within fourteen (14) calendar days of its inception.

The parties to the complaint shall be instructed to appear at the review/hearing, if a hearing is held, and shall be given a minimum notice of twenty-four (24) hours. This hearing shall be held at a time which is mutually convenient for both parties. The principal parties to the grievance shall have the opportunity to have present a representative of their respective choices at the hearing.

The President shall render a decision on the grievance within seven (7) calendar days of receipt of the recommendation or the close of the President's own review. A copy of the President's decision shall be provided to the student, to the college employee who is party to the grievance, and to the employee's supervisor.

4. The designated reviewing party at each level of the grievance procedure, beyond the informal first level, shall arrange for orderly presentation of evidence related to the grieved condition. Individuals involved in the complaint shall be notified of the dates, times, and procedures for hearings if such hearings are held.

The number of days at each level should be considered as maximum, and all reasonable effort should be made to expedite the process. However, the time limits may be extended by mutual consent, if conditions warrant.

A grievance may be withdrawn at any level by a grievant.

No reprisals shall be taken against any student because he/she initiates or takes part in the grievance process unless false information has been presented by the student.

If remedial action is indicated in the resolution of the grievance, established administrative and operating procedures shall be utilized.

All time frames and procedures outlined herein are subject to change in accordance with relevant provisions of existing collective bargaining agreements.

The Division of Student Affairs has primary responsibility for the implementation of this procedure. Any questions and/or concerns relative to the procedure as outlined herein shall be referred to the Vice President of Student Affairs' Office.

ADOPTED: June 14, 1978

Revised: April 30, 1996

Revised: April 25, 2000

Revised: November 21, 2000

Revised: December 2, 2008