

STUDENT GRIEVANCE & PROCEDURES

General Student Grievance

A student who encounters a non-academic problem is encouraged to seek an informal resolution of the matter with the college employee(s) involved. If the attempt to reach an informal resolution is not successful or not advisable, then the student can file his/her complaint with the Dean of Student Services by following this procedure.

Step One: *Initiating a Formal Complaint*

- ⇒ The student has five (5) working days from the date of the incident to file the complaint by filling out a Student Complaint form from the Student Services Office at the MPC, 2nd floor. The complaint will include the reason for the complaint, factual summary of the complaint and the informal resolution sought.
- ⇒ The Dean of Student Services (or designee) shall review the submitted complaint and shall call a meeting with the person(s) to whom the complaint is addressed (respondent) to inform the respondent(s) that a student has filed a formal complaint.

Step Two: *Informal Resolution*

- ⇒ The Dean of Student Services after reviewing the complaint shall attempt to resolve the matter by scheduling a meeting to allow for an opportunity between the student and the respondent to reach an informal resolution. If a satisfactory resolution is reached through the infor-

mal meeting, both the students and the respondent shall sign a written summary report from the Dean of Student Services (or designee) that verifies the resolution of the complaint. However, if the student does not agree to meet or is not satisfied with the informal meeting resolution with the respondent, the student may submit a written notice of dissatisfaction to the Dean of Student Services (or designee) within three (3) working days and request to proceed to the next step.

Step Three: *Formal Resolution*

- ⇒ If the nature of the complaint is determined to require more than a resolution between the student and the respondent, The Dean of Student Services shall prepare a written statement summarizing the actions prior to the referral and submit this along with a copy of the Complaint Form to the appropriate Dean/Supervisor:

A. If respondent is faculty or adjunct member: refer the student and the respondent to the Dean of Academics within three (3) working days. The Dean will meet with the faculty member and the student in an attempt to resolve the complaint; or

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B. If respondent is a college employee(s): refer the student and the employee to the appropriate supervisor within three (3) working days. The supervisor will meet with the college employee and the student in an attempt to resolve the complaint;

If respondent(s) is a contract employee or campus visitor:

1. The student is encouraged to seek resolution/response through an informal meeting with the respondent(s) if it was a satisfactory response/resolution the Dean of Student Services (or designee) will prepare a written response statement of the resolution. A copy will be provided to the student within three (3) working days and a copy will be forwarded to the affected ASCC contract employee or campus visitor via email. A copy will also be filed with the original ASCC Complaint Form at the Dean of Student Services office.
2. If the student finds the response/ resolution unsatisfactory, the student may submit a written notice of dissatisfaction to the Dean of Student Services (or designee) within three (3) working days. The Dean of Student Services (or designee) will then schedule a meeting with the student and the respondent in an attempt to resolve the complaint.
3. If the student is still dissatisfied with the attempted resolution, the student may submit a written notice to the Dean of Students Services (or designee) to pro-

ceed to Step Four (4).

For Step 3(A) and (B) above:

If a resolution was reached:

- The appropriate Dean/Supervisor, will prepare a written response of the resolution of the complaint to the student within three (3) working days. A copy will be submitted to the affected ASCC employee within four (4) working days. A copy will also be provided to the Dean of Student Services (or designee) to file with the original Complaint Form.

If a resolution was not reached:

- The appropriate Dean/Supervisor will refer the student and or the affected employee to the Vice President of Academic and Student Affairs (ASA) and Vice President of Administration and Finance (AF). The referral will include a copy of the Complaint Form and the Dean's/ Supervisor's written summary report of the unresolved complaint. The student referral must be made within four (4) working days.

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⇒ **Step Four: Resolution by the Vice-Presidents of ACSA and AF**

- Upon receipt and review of the Complaint Form and summary report of the unresolved complaint by the student, The VPs will schedule a meeting with the student(s) and affected ASCC employee/contract employee/campus visitor in an attempt to resolve the complaint. As a result the VPs shall make a final decision and shall seek the advice of the President if relevant. The VPs will provide a memorandum of the final decision to the student and the respondent within five (5) working days.
- Time constraints: If ASCC is not in session during part of these proceedings or in instances where additional time may be required because of unforeseen complications and complexities of the case or the unavailability of the parties or witnesses, any of the time periods specified herein may be changed accordingly by the Dean of Student Services. If changes occur the student(s) and respondent(s) shall be informed by any means possible to reach them.

Academic Grievance

Students encountering issues that are academic in nature and are in violation of Student Rights such as, but not limited to: grading issues, course content, course syllabus, course grading criteria that occurs prior to the posting of the final grade, academ-

ic misadvising, etc. Students having academic complaints should utilize the following procedures:

Before an academic grievance is filed, the student must first discuss and seek to resolve the issue with the instructor of the course and the appropriate Department Chairperson. If the matter cannot be resolved, the procedures outlined below should be followed:

1. A letter describing the nature of the complaint and all supporting documents should be submitted to the Dean of Student Services and to the Dean of Academic Affairs. These documents may be the course syllabus outline, evaluation procedures, and exams with grades, term paper assignments with grades, quizzes or other pertinent supporting documents.
2. The Dean of Student Services will call a meeting of all available parties involved (instructor, Department Chairperson, Dean of Student Services, and the Dean of Academic Affairs) to review the submitted documents and find a possible solution.

If a solution is agreed upon by the student and instructor, the Deans will provide a written summary stating the resolution and signed by both the student and faculty.

Complaint to Grievance:

1. If the matter remains unresolved, the Dean of Student Services will refer the submitted written grievance to the Academic Grievance Committee (Dean of Student Services, Dean of Academic Affairs, one counselor, one faculty member, and a student representative) for appropriate action and to schedule a hearing.
2. The Academic Grievance Committee (AGC) will investigate the grievance and will move into a confidential meeting to discuss the case in detail. The Academic Grievance Committee will notify the student in writing within three (3) working days of the hearing outcome. All recommendations made by the Grievance Committee are final.

