

## **GRIEVANCE PROCEDURE**

The purpose of this policy is to secure at the first possible level prompt and equitable resolution of student complaints, including those alleging discrimination or harassment on the basis of race, color, religion, sex, national origin, age or disability. Refer to the section on "Academic Appeals" if the complaint involves a grade issue or dispute.

If the complaint involves a problem with an instructor, the student shall discuss the matter with the instructor before requesting a conference with the department chairperson at Level One.

A student who has a complaint shall request a conference with the department chairperson and/or dean, who shall schedule and hold a conference with the student.

If the outcome of the conference with the department chairperson or dean is not to the student's satisfaction, the student has 15 calendar days to request a conference with the Vice President for Instruction, who shall schedule and hold a conference. Prior to or at the conference, the student shall submit a written complaint that includes a statement of the complaint and any evidence in its support, the solution sought, the student's signature, and the date of the conference with the department chairperson.

If the outcome of the conference with the Vice President is not to the student's satisfaction, the student has 15 calendar days to request a conference with the College President or designee, who shall schedule and hold a conference. Prior to or at the conference, the student shall submit the written statements required at Level Two and the date of the conference with the Vice President.

If the outcome of the conference with the College President or designee is not to the student's satisfaction, the student may submit to the College President a written request to place the matter on the Board agenda.

The College President or designee shall inform the student of the date, time, and place of the meeting. The Board President shall establish a reasonable time limit for complaint presentations. The Board shall listen to the student's complaint and take whatever action it deems appropriate.

The Board's consideration shall be based on the complaint records developed at the administrative reviews and no new evidence shall be received by the Board. Each side shall be entitled to make oral arguments based on the complaint record within the time restrictions established by the Board.

If the complaint involves complaints or charges about an employee, it will be heard by the Board in executive session unless the employee complained about requests it to be public.

## **OFFICIAL SUMMONS**

Administrative officers of the College may request that a student come to discuss matters concerning records, financial affairs, conduct, educational programs or other affairs. These requests are OFFICIAL SUMMONS. Failure to respond to an Official Summons may result in formal disciplinary action.