AGENDA ITEM 11.c.

Complaint / Grievance Policy

Situations may arise in which students believe that they have not received fair treatment by the college or may have a complaint about the performance, action or inaction of a member of the College community affecting them. A student who wishes to have the College address a complaint must first use the complaint procedure and then may use the grievance procedure if the complaint procedure proves unsatisfactory. Students are encouraged to seek assistance from the office of Student Affairs, their advisor or another member of the faculty or staff for assistance/direction.

Complaint Procedure

This informal procedure allows discussion of a problem and possible resolution. However, action will not be taken against the defendant unless the complainant consents to be identified.

- Level I - A complaint must be directed as soon as possible to the person or persons whose actions or inactions have given rise to the complaint. Every effort should be made to resolve the problem fairly and promptly at this level. If no resolution can be reached between the student and staff member, the student may move to Level II of discussion.

- Level II - The student shall process the complaint in a timely manner through the appropriate academic or administrative office:
  - Academic complaints (grades, program requirements, assessment, faculty concerns, etc.) shall be addressed to the appropriate academic dean.
  - Business operations, tuition, parking, building and grounds complaints shall be addressed to the Vice President of Operations.
  - Student Service complaints should be addressed to the Program Director (Admissions, Financial Aid, Registration, Academic Support Center)
  - Please refer to the Student Code of Conduct for procedures relating to conduct-related complaints.

If the complaint cannot be resolved within one week, the student shall then proceed to the written grievance procedure. Students uncertain about the proper channels or process are encouraged to seek advice from the Dean of Students or their faculty advisor.

Grievance Procedure

Students who believe that they have not received fair treatment or the appropriate outcome through Level I and II of the complaint procedure may file a written grievance with the office of the college Vice President of Academic Affairs.

- Upon investigation and ascertaining that the complaint procedure Level I and II has been exhausted, the Vice President's office shall refer the grievance to the college's grievance committee to address the issue.
• Membership of the Grievance Committee shall consist of:
  ○ Vice President of Academic Affairs.
  ○ Representatives which may include faculty members selected from a list of volunteers on file with the Vice President (Faculty member shall not be from the program in which the student is enrolled), and staff representing the appropriate college departments.
  ○ Affirmative Action Officer.

• The grievance will be reviewed at an grievance hearing within ten (10) days of receiving the grievance.

• The complainant and defendant shall be allowed to appear and have third party representation at the grievance hearing. Third party participants shall only play an advisory role.

• The Grievance Committee will review all relevant facts presented by the parties listed and will issue a written majority decision on its findings to the complainant, defendant and President of the College.

• The decision of the Grievance Committee is final.

Appeal Procedure

• If the grievance involves a board policy or the actions of the College President, an issue of institutional or program quality such as an institution's compliance with the standards of an accrediting or licensing agency, or a claim of consumer fraud or deceptive trade practice, a student may further appeal the College decision to the chancellor. The decision of the chancellor is final and binding.

AASC 10/14/11