

III-2.013 Student Grievance

Students have the right to be officially heard in matters where they have general grievances and for which there is no other approved grievance or review process.

Procedure:

1. The aggrieved student(s) must first discuss the grievance with the immediate supervisor of the function or department in which the alleged wrong occurred with the objective of arriving at a satisfactory resolution of the complaint. Any person(s) against whom the student has a grievance will be consulted for additional information regarding the issue. The supervisor must provide an answer to the student(s) within five (5) school days.
2. If satisfactory resolution is not reached in step one, the student may appeal in writing within five (5) school days to the supervisor of the person with whom the student(s) discussed the grievance in step one of the procedure. A Student Grievance Form must be used in this step. (The forms are available from Division Chairs, Department Chairs, Dean of Students, or the campus Disciplinary Officer.) The Supervisor has ten (10) school days to render a written decision.
3. If the student(s) believes that the grievance has not been resolved after step two in the procedure, a written appeal should be made to the appropriate Vice President/Dean within five (5) school days of receipt of the written decision. The written request must be presented with a copy of the original grievance form and a copy of the written decision from the Supervisor.
4. The Vice President/Dean will request the campus Disciplinary Officer to convene a Grievance Advisory Committee within five (5) school days. The Grievance Advisory Committee is composed of the following persons:
 - Chief Disciplinary Officer (Chair of Committee)
 - Faculty, Staff and Classified Employee Association Designees (Annual appointment)
 - Student Government Association Designee (Annual appointment)
 - Civil Rights Representative (Appointed by Dean of Student Services)
5. The Grievance Advisory Committee reviews the issue(s) and provides a written recommendation with an appropriate rationale to the Vice President/Dean within five (5) school days.
6. The Vice President/Dean issues a written decision regarding the appeal within three (3) school days. The decision is the final response.

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