

## **STUDENT GRIEVANCE PROCEDURE**

The purpose of the student grievance procedure is to provide an avenue for students to express their concerns about faculty and staff. The steps listed below enable students to exercise this right:

- A. Students first present the grievance to instructors or staff members involved. An attempt is made to resolve the matter informally at this level. Generally, the conference takes place within ten working days of the incident which generated the complaint.
- B. If the grievance is not resolved at the informal conference, students may present a grievance to the division dean or one related to non-academic concerns to the Dean of Student Services.
- C. If the course or class involves clinical experiences, students are not allowed to return to any clinical area during the grievance process.
- D. If satisfactory resolution is not achieved after meeting with the division dean or Dean of Student Services, concerns are forwarded to the Senior Vice President of Instruction and Student Services.
- E. Cases not resolved by the above steps are appealed in writing to the appropriate appeals committee. Academic concerns are directed to the Academic Affairs Committee; nonacademic concerns, to the Student Services Committee.
- F. Recommendations of this council/committee regarding an appeal are made to the President of the College within five working days. The decision of the President is final.
- G. Individuals having disability grievances follow the steps listed above.