



## STUDENT GRIEVANCE PROCEDURE

### I. PURPOSE

The purpose of the Student Grievance Procedure is to provide a system for students seeking equity for what he/she perceives to be unfair treatment in student-student, student-faculty or student-staff interactions. Grievances to be considered through this process include those arising from IX of the Educational Amendments Act of 1972, Family Educational Rights and Privacy Act of 1974, the American Disabilities Act of 1991 or other similar legal requirements. Appeals of admission decisions, individual grades, academic probation and/or suspension, attendance problems, administrative withdrawals, disciplinary sanctions and expulsion from the College shall not be considered under the Student Grievance Policy unless illegal discrimination is alleged.

### II. PROCEDURES

#### A. Step one

The student must contact the instructor or staff member where the alleged issue originated. An attempt will be made to resolve the matter equitably and informally at this level. The conference must take place within five (5) school days of the incident which generated the complaint. In cases involving another student, the Assistant Vice-President of Student Services or designee will arrange an informal conference to discuss the situation with the parties involved.

#### B. Step Two

If the grievance is not resolved at the informal conference, the student may file a written grievance. A grievance form shall be made available to the student by the Assistant Vice-President of Student Services (form at the end of this section). The Assistant Vice-President or designee will explain the grievance process to the student. The completed grievance form must be presented to the Assistant Vice-President or designee within five (5) school days after satisfying the first step in the grievance process. In cases involving a RCC employee, the Assistant Vice-President or designee will then refer the grievance to the immediate supervisor involved. The supervisor shall respond in writing to the student within Five (5)

school days of receipt of the grievance form from the department involved. In grievances involving a student-student issue, the Assistant Vice-President of Student Services or designee will refer the issue to the third step.

#### C. Step Three

If the written response of the supervisor does not solve the grievance, a request to appear before the Vice-President of Instruction and Support Services or designee may be made by either party. The student must submit a written request to Vice-President of Instruction and Support Services within five (5) school days after receiving the written response of the supervisor. The request shall include a copy of the original grievance form and the reason why the supervisor's response is unsatisfactory.

A copy of the supervisor's response must be attached to the request by the student. The Vice-President or designee shall respond in writing to the student within ten (10) school days of receipt of the grievance form from the department/individual involved.

#### D. Step Four

If the written response of the Vice-President of Instruction and Support Services or designee does not solve the grievance, a request to appear before the Campus Standards Committee may be made by either party. The student must submit a written request within five (5) school days after receiving the written response of the Vice-President or designee. The request shall include a copy of the original grievance form, along with all correspondence in Steps Two and Three. It must include the reason why the Vice-President's response is unsatisfactory. The Vice-President shall immediately notify the college president of the request to the Campus Standards Committee.

The Assistant Vice-President of Student Services or designee will send copies of the appeal to the members of the Committee, the employee against whom the grievance was filed, the employee's supervisor, and the Vice-President. The employee shall be given an opportunity to respond in writing to the chairperson of the committee.

Meeting(s) shall be conducted between five (5) and ten (10) school days following the date of the request. A postponement may be granted by the chairperson upon written request of either party if the reason stated justifies such action. The committee shall hold interviews with the grievant, the employee or student, the supervisor, and the Vice-President for Instruction and Support Services or designee, singularly, and in the absence of other witnesses. The committee may interview any additional witnesses that it considers necessary to render a fair decision.

The committee shall decide by a majority vote the solution of the grievance. In case of a tie, the chairperson shall vote to break the tie. The chairperson shall forward a copy of the committee's decision to all parties involved and to the office of the president of the college within two (2) school days.

E. Step Five

The committee's decision may be appealed by either party involved to the college president within five (5) school days of the committee's decision.

The president shall review the committee's findings, conduct whatever additional inquiries that are deemed necessary, and render a decision within ten (10) school days of receipt of the appeal.

F. Step Six

The President's decision may be appealed by either party involved to the Board of Trustees of the college within five (5) school days of the President's decision.

The Board of Trustees or a committee of the Board shall review any information to date, conduct whatever additional inquiries deemed necessary, and render a decision within twenty (20) school days of receipt of the appeal.

III. RIGHTS OF PARTIES INVOLVED IN A GRIEVANCE

When a Campus Standards Committee meeting is scheduled, the parties involved are entitled to:

- A. A written notice of the complaint.
- B. A written notice of the time and place of the meeting. This notice shall be forwarded to all parties at least five (5) school days prior to the meeting unless they waive this requirement.
- C. Review all available evidence, documents, or exhibits that each party may present at the meeting.
- D. Have access to the names of the witness who may testify.
- E. Appear in person and present information on his/her behalf, call witnesses and ask questions of any person present at the meeting.

