

CP 4.3.1 Grievance Procedure - Students

Related Board of Trustee Policy: BP 4.3

Responsible Official VP of Learning and Student Services
Approvals 10/16/09
Revision

Procedure

A formal complaint may be filed any time by students who believe that a personal right has been violated. The following procedure is established to provide prompt and equitable resolution as they relate to claims of discrimination against age, sex, religion, race, color, national/ethnic origin, disability or political affiliation, or have been excluded from participation in, be denied admission to or the benefits of, or be subjected to discrimination in his/her education program. (Because of the private and sensitive nature of certain incidents, an aggrieved student may choose a third party mediator to help resolve complaints on an informal basis.)

The following outlines the grievance procedure:

1. Students with concerns should first discuss his/her issue with the faculty or staff member(s) who are involved. (A third party may be present.) All parties should attempt to resolve the issue in discussion.
2. If the issue is not resolved, the student must talk with the faculty/staff member's immediate supervisor within ten working days, who will attempt to resolve the complaint.
3. In the event that the grievance cannot be resolved within the department, students should submit a written grievance to the Vice President for Learning and Student Services within ten working days after completion of step # 2. The complaint should specify the time, place, and nature of the incident that resulted in the complaint. (Forms are available in the Student Services Office and on the MTCC website www.mcdowelltech.edu).
4. Copies of the complaint will be forwarded to the appropriate administrator of the area involved.
5. Within ten working days, the Vice President for Learning and Student Services will contact all parties involved (including third parties) and request a meeting,
6. If the situation cannot be resolved during the meeting in Step # 5, the Vice President for Learning and Student Services will establish the Grievance Committee within ten working days. The student or employee may have persons appear on his/her behalf provided that a list of names is given to the Chairperson of the Grievance Committee five school days prior to the meeting. (The Committee with guidance from the Chair [who will receive appropriate training for the procedure] will investigate and evaluate all information provided. A period of ten days is allowed for this process.) The student or employee portion of the Grievance Committee meeting shall be taped to ensure that a full and accurate record of the information presented is available to the student or employee and committee members, and to facilitate the writing of the minutes of the meeting. Copies of the tape may be made for the student at cost. The discussion following the student part of the meeting is considered a closed session.

The Grievance Committee shall consist of:

1. Chairperson (non-voting member).

2. Student Services administrator. This person will serve as student advocate. (Non-voting member).
3. Two faculty members, at least one being from the same department as the aggrieved student.
4. Two students: the President of the SGA and one other student elected by the SGA.
5. One administrator: appointed by the College President.
6. Five voting members are required before a vote can be taken. The decision of the Grievance Committee shall be by majority vote. Within ten working days, the Grievance Committee shall submit their findings of facts and recommendations to the Vice President for Learning and Student Services. This will serve as the final decision. The Vice President for Learning and Students Services will make the student aware (in writing) within five days the decision of the Grievance Committee.
7. If the Grievant is not satisfied with the decision of the Grievance Committee, he/she may appeal the decision to the President. The appeal must be made to the President in writing within ten working days. The President will review all procedures and meet with the student.
8. The President will render a decision within ten working days. In all cases, the President's decision shall serve as the final governing authority of the College.

McDowell Technical Community College

Student Grievance Form 12/17

This form accompanies CP 4.3.1 Grievance Procedure - Students as published in the Employee Policy & Procedures Manual and in the college catalog.

This form is to be used to initiate a formal Student Grievance. Initiation of this grievance procedure means that a Grievance Committee will be formed to hear the complaint and review supporting documentation. Following this review, the committee will rule on the student grievance. A grievable action is an action that is in violation of written campus policies or procedures or constitutes arbitrary, capricious, or unequal application of written campus policies or procedures.

Please turn the completed form in to the Vice President for Learning and Student Services or Vice President for Finance and Administration within five days of unsuccessfully attempting to resolve the problem with the faculty / staff member's immediate supervisor.

Student Information

Name _____

Program of Study _____

Home Phone _____ Work Phone _____

Address _____ City _____ State _____ ZIP _____

Grievance

In the space below, please describe the nature of your grievance. Be sure to explain when and where it occurred and what faculty or staff member was involved.

Date this grievance was discussed with the faculty /staff member involved: _____

Date this grievance was discussed with the supervisor of the faculty /staff member involved: _____

Student signature

Date

Received by: _____
Vice President

Date