

BP 4.3 Grievance Policy – Students

Legal Authority NCGS 115D-20

**Approvals
Revision** 06/11/2020

Policy

It is the policy of McDowell Technical Community College to provide all students with the means to seek resolution to any problem affecting their enrollment. The primary objective is to ensure that student rights are protected. Further, it is essential that the student be given adequate opportunity to bring valid complaints and problems to the attention of the College, with the assurance that student's grievances will be handled confidentially, fairly, rapidly, and in a non-threatening atmosphere.

A grievance is defined as "the dissatisfaction that occurs when a student has reason to believe that a condition or a situation, or an action affecting the individual is unjust, inequitable, and/or a hindrance to effective performance." A grievable action is an action that is in violation of written campus policies and procedures.

It is the policy of McDowell Technical Community College that no individual shall, on the basis of sex, age, religion, race, color, national/ethnic origin, disability or political affiliation, be excluded from participation in, be denied admission to or the benefits of, or be subjected to discrimination in his/her education program, as required by Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA).

In implementing a grievance policy, the College emphasizes the importance of rectifying any problems before utilizing the grievance policy. All students and faculty members, administrators, or staff members have an obligation to make every effort to resolve problems fairly and informally so that they do not become sources of grievances to be pursued formally through the grievance procedure. The policy is not intended to initiate disciplinary action or retaliation against a member of the faculty, staff, or administration; or to alter college policy. It is important to note that all matters will be handled in a confidential manner and all parties involved will be treated professionally and fairly with no retaliation before, during and after the grievance procedure.

Therefore, the Board of Trustees directs the Administration/President to develop a procedure to address grievances under this policy.