



Last updated 7/28/05

POLICIES & PROCEDURES FOR EMPLOYEES

Southwestern Community College - Policies and Procedures Manual

Policy Title: **Grievance Procedures** **6.26.1**
Responsible Division: Instruction and Student Services
Date Approved: October 2001

1. Student Grievance Procedure for Non-Academic Matters

a. Scope of Coverage

The purpose of the Student Grievance Procedure for Non-Academic Matters is to provide a system to channel student complaints against faculty and staff concerning the following: Alleged discrimination on the basis of age, sex, race, disability or other conditions, preferences or behavior, excluding sexual harassment complaints.

1. Alleged discrimination on the basis of age, sex, race, disability or other conditions, preferences or behavior, excluding sexual harassment complaints.
2. Any complaint of sexual harassment against an employee of the college will be addressed through procedure 4.17.1. This procedure may be accessed through any administrative office of the college or the Library. Complaints are directed to any one of the following:
 - a. Supervisor of the alleged offender
 - b. Vice President or Dean/Director for the appropriate division or department

- c. Director of Human Resources and Facility Development
- b. Grievance Steps
 1. First Step

The student must go to the instructor or staff member where the alleged problem originated. An attempt will be made to resolve the matter equitably and informally at this level. The conference must take place within five (5) working days of the incident which generated the complaint.
 2. Second Step

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 Vice President. The Vice President will explain the grievance process to the student. The completed grievance form must be presented to the Vice President within five (5) working days after satisfying the first step in the grievance process. The Vice President will then refer the grievance to the immediate supervisor involved. The supervisor shall respond in writing to the student within ten (10) working days of receipt of the grievance form.
 3. Third Step

If the written statement of the supervisor does not satisfy the grievant, a request to appear before the Student Grievance Committee for Non-Academic Matters may be made. The student must submit a written request within five (5) working 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 shall immediately notify the President who shall insure that the Student Grievance Committee for Non-Academic Matters is organized in a

manner consistent with Section c of this procedure. The Vice President will send copies of the appeal to the members of the Committee, the employee, and the employee's supervisor. The employee against whom the grievance was filed shall be given an opportunity to respond in writing to the Chairperson of the Committee.

Meeting(s) shall be conducted between five (5) and fifteen (15) working 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, and the supervisor, 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 Committee shall make written findings of fact, conclusions of law, and recommendation for action. The chairperson shall forward a copy of the Committee's decision to all parties involved and to the office of the President within two (2) working days.

4. Fourth Step

The Committee's decision may be appealed by either party involved to the President within ten (10) working days of the Committee's decision.

The President shall review the Committee's findings, conduct whatever additional inquires that are deemed necessary, and will render a decision within ten (10) working days of receipt of the appeal.

5. Fifth Step

The President's decision may be appealed by either party involved to the Board of Trustees within the first ten (10) working 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) working days of receipt of the appeal.

c. The Student Grievance Committee for Non-Academic Matters

The Disciplinary Review Committee may serve as the Student Grievance Committee for Non-Academic matters or, at the direction of the President, a new committee will be formed for each grievance. The Committee makeup and method of appointment, will be the same as for the Disciplinary Review Committee. This Committee will not address academic complaints about grade, methods of instruction, or routine classroom policies and/or procedures.

d. Right of Parties Involved in a Grievance

When a meeting of the Student Grievance Committee for Non-Academic Matters is scheduled, the parties involved are entitled to:

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

6. The right to counsel. The role of the person acting as counsel is solely to advise the client. The counsel shall not address the Committee.

2. **Student Grievance Procedure for Academic Matters**

- a. Purpose

The purpose of the Student Grievance Procedure for Academic Matters is to channel the student complaints about grades, methods of instruction, and/or classroom policies or procedures.

- b. Grievance Steps

1. The student must first discuss his or her complaint with the instructor at a mutually agreed-upon time. If the complaint concerns a final grade in a course, the student must appeal this grade within the following academic term.
2. If the situation is not resolved, the student may appeal to the appropriate faculty supervisor.
3. If the situation is still not resolved, the student may then appeal to the Vice President for Instruction and Services or the Vice President for Extension Education and Economic Development as appropriate. The decision of the Vice President for Instruction and Student Services is final.

[Chapter 6 Table of Contents](#)

[Back to Index](#)

[Back to Policies and Procedures home page](#)

BACK TO SCC HOME