A. Grievance

1. **Definition.** A grievance is a complaint by a student involving the interpretation, application, or alleged violation of College policies and procedures. A grievance action may be initiated by a student against another student, an instructor, an administrator, or a member of the classified staff.

2. **Grounds for Grievances.** The following are grounds for grievances:
   
a. Interpretation, application, or violation of College rules, regulations, policies, and procedures.
   b. Arbitrary administrative action.
   c. Arbitrary or capricious decision in the academic evaluation of a student’s performance.

B. Informal Stage

Before filing a formal written grievance, the student shall attempt to resolve the matter by means of an informal conference individually and in sequence with the following:

Step 1: Initial Level—Meet and confer with the person with whom you have a grievance within ten (10) working days of the incident.

Step 2: Director/Coordinator/Dean Level—If the grievance is not resolved in Step 1, you may then take the matter to the appropriate department or program Director/Coordinator or Dean, if there is no chairman, within 10 working days.

Step 3: Dean of Instruction or Dean of Student Services Level—If the problem is not resolved at Step 2, you may appeal to the appropriate Dean within ten (10) working days. The Dean will render a decision in writing within ten (10) working days.

C. Formal Stage

If the student feels the matter has not been resolved by the informal conferences in Steps 1-3, the student may submit a signed written grievance within three (3) working days after Step 3 to the Vice President of Education and Student Services specifying the time, place and the specific college procedures that have been violated, a summary of the facts, and the requested action to be taken.
The Vice President of Education and Student Services may render a final decision or refer academically related grievances to the Academic Review Committee and non-academic grievances to the Student Appeals Committee. The respective committee will conduct a formal hearing within ten (10) days (except where the student specifically agrees in writing to a longer period). No committee member who was involved in any prior step should participate in the final committee deliberations. The committee will render a final decision and send it to the Vice President of Education and Student Services who will inform the grievant.

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