



Student Grievance Procedure

(WAC 495A-121-090)

The purpose of the grievance procedure is to provide a student the opportunity to express and resolve a misunderstanding, alleged violation of a college policy, procedure or regulation, retaliation and or inequitable treatment in a fair and equitable manner. The student must be the aggrieved person and cannot file a grievance for another. This form is not intended to cover complaints of discriminations, sexual harassment or grade appeals. See the Vice President of Student Services for information on those specific procedures. (See Student Handbook for additional information.)

Standards

- A. A student may be accompanied by an advocate at any step of this procedure.
- B. A grievance shall be presumed to be abandoned and the matter deemed settled in accordance with the responsible official's last written response if the student fails to appeal the decision to the next step within the designated appeal period.
- C. If the college's responsible official fails to provide a written response at any step within the time limit prescribed, the student may proceed immediately to the next step or abandon the grievance.
- D. Time limits are mandatory unless an agreed-to extension is granted in writing. Complaints should be filed as soon as possible and no more than thirty days after the incident occurs.

STUDENT GRIEVANCE PROCEDURE

STUDENT NAME: _____

SID: _____ **DATE:** _____

CONTACT: (Phone) _____ **(Email)** _____

ADDRESS: _____

PROGRAM: _____ **INSTRUCTOR:** _____

DATE OF INCIDENT: _____



Step 1(a): Initial Meeting with appropriate Instructor/Staff

Make an appointment and meet with an Instructor/Staff member to discuss your concerns and resolve the problem. Submit a copy of this form to the Dean of Student Services. Students are to keep a copy for their own records.

Date Requested: _____ **Date Scheduled:** _____

Please circle one: **RESOLVED** **UNRESOLVED****

List concerns and resolutions discussed:

Instructor/Staff Signature **Date**

Student Signature **Date**

**If unresolved at Step 1(a), please proceed to Step 1(b) where you present your grievance in writing within ten working days from the time of the informal meeting.



Step 1(b): Submit concern in writing to appropriate Instructor/Staff

Complete the first two sections of 1(b) below and submit the entire form to the Instructor/Staff member with which you have the concern. Make an appointment to meet with the Instructor/Staff member to discuss your concerns and any additional suggestions to resolve the concern. Send a copy of this form to the Vice President of Student Services. Students are to keep a copy for their own records.

Within ten working days after receiving the grievance, the instructor or staff member shall respond to the grievance in writing.

Date Received by Instructor/Staff: _____
 Date Initials

Please list your concerns with the class, instructor or staff member (attach additional pages if necessary):

List any suggestions for improvement or changes that will resolve/alleviate your concerns (attach additional pages if necessary):



Instructor/Staff written response (attach additional pages if necessary):

Please circle one:

RESOLVED

UNRESOLVED

(Student takes form with written response to Supervisor Step 2)

Instructor/Staff Signature

Date

Student Signature

Date

If problem is not resolved, make an appointment and meet with the Supervisor within ten working days of receiving the response. Also send a copy of this form, including the Instructor/Staff response to the Vice President of Student Services. Students are to keep a copy for their own records.

If not resolved at Step 1(b), please proceed to Step 2.



Step 2: Dean/Associate Dean/Supervisor

2 a. Submit the completed form with Instructor/Staff member’s response to the Dean/Associate Dean/Supervisor and meet with the Dean/Associate Dean/Supervisor to discuss your concerns and any additional suggestions to resolve the concern.

The area administrator shall hear the grievance within ten working days after receipt of the grievance form and shall render a decision in writing within ten working days after such hearing.

2 b. Student shall be afforded an adequate and fair opportunity to fully present their position and the relevant facts as they relate to the issues raised by their grievance.

Date Received by Supervisor: _____ (Send copy to Vice President for Student Services)
 Date Initials

Dean/Associate Dean/Supervisor written decision (attach additional pages if necessary):

Please circle one:

RESOLVED

UNRESOLVED

(Student takes form with written response to Supervisor Step 3)

Dean/Associate Dean/Supervisor Signature

Date

Student Signature

Date

If concern is not resolved, write your appeal and give it to the Vice President of Student Services, adding any additional information pertinent to the grievance, make an appointment and meet with the Vice



President of Student Services within ten working days of receiving the response from the Dean/Associate Dean/Supervisor. Attach your appeal and a copy of this form, including the Dean/Associate Dean/Supervisor response to the Vice President of Student Services. Students are to keep a copy for their own records.

Step 3: Vice President of Student Services

3 a. Submit the appropriate copy of the completed grievance form with all responses and decisions from steps one and two and a written appeal, accompanied by documents and correspondence, to the Vice President of Student Services within ten working days of receiving the decision from the Dean/Associate Dean/Supervisor. The Vice President of Student Services shall hear the grievance within ten working days after the receipt of the written appeal.

Date Written Appeal Received by Vice President of Student Services: _____
Date Initials

3 b. You shall be afforded an adequate and fair opportunity to fully present your position and the relevant facts as they relate to the issues raised by your grievance.

3 c. The decision of the Vice President of Student Services shall be final and binding on all parties involved in the grievance. The decision will be sent to you in a formal written response within ten working days from hearing your position and the relevant facts.

Vice President of Student Services Signature Date _____

Student Signature Date _____