

Grievance Policy for Students

Students with a grievance that does NOT involve the appeal of a final grade or a complaint of sexual harassment are to use the steps indicated below to resolve their grievances (Students interested in appealing a final grade should see “Student Final Grade Appeal Policy” found elsewhere in this Handbook.) If the grievance pertains to a faculty or staff member, students are strongly encouraged to talk to a counselor in the Advising & Counseling Center.

Step I: At this level, a student is strongly encouraged to talk to his/her instructor and present the concern(s). It is important that the student clearly communicate his/her concerns directly so that the problem can be addressed at this step. Dissatisfied students may proceed with the grievance in Step II.

Step II: If resolution of the grievance cannot be reached in Step I based on the direction from a counselor, the grievance is presented to the appropriate College administrator, who will hear the student’s grievance as well as talk to other parties who may be involved. Dissatisfied students may proceed with the grievance in Step III.

Step III: If resolution of the grievance cannot be reached in Step II, then the grievance is presented in writing to the Chief Academic Officer. The Chief Academic Officer will hear the student’s grievance as well as talk to other parties who may be involved. The Chief Academic Officer’s decision will be presented to the student and is considered final.