

503-05 STUDENT GRIEVANCE PROCEDURE

1. PURPOSE

A student with a complaint that a policy or procedure of the College has been incorrectly or unfairly applied in his /her particular case or a formal complaint regarding a person's behavior has recourse through grievance procedures. The Grievance procedure addresses complaints not included in specific College policy and procedures including grade appeals, student disciplinary appeals or financial aid appeals.

2. PROCEDURE

1. Grievance procedures will be observed for complaints not included in specific College policy and procedures. In the event a complaint is addressed in a specific College policy, the procedures included in the policy will apply. In the event that an appeal procedure exists for the complaint in question, the staff member, faculty member or administrator will refer the student to the appropriate procedure.
2. The complainant will be given the right to due process with impartiality at all levels of proceedings. Complainants must participate at any and all levels of the grievance. All results at any level must be put in writing.
3. Complaints are required to proceed through the Grievance Procedures in order. In most instances, complaints can be resolved through an informal process beginning with talking to the individual and his/her supervisor if necessary.
4. Level 1 Informal Grievance Process:
 - A. The goal of the informal complaint process is to provide information to the student that answers the student's questions and concerns and/or to come to a resolution agreeable to the student and the College.
 - B. To address complaints in a timely fashion, student must begin the informal process within thirty College working days of the alleged complaint.
 - C. When a student feels that he/she has a grievance, he/she shall first attempt to resolve it by either of the following preliminary actions.
 - a. Confer with the person with whom he/she has the grievance
 - b. Confer with that person's immediate administrative supervisor

Complaint Against or About:	Contact:
Staff	Staff Person then/or the Area Supervisor
Regular Faculty	Faculty member, then Academic Dean
Administrator	Administrator or next level Administrator
College Policy/Procedure	Dean of Student Services

5. Level 2 Formal Complaint Process:. If the student believes the discussion and any suggested resolution through the Informal Process did not provide a resolution, the student may file a formal written complaint with the Director of Student Services or designee within (10 working days of a resolution being offered. The formal complaint must contain the following information:
 - a. Name of the student(s) filing the formal complaint.
 - b. Name of the staff member complaint is against.
 - c. Statement of facts and nature of the formal complaint.
 - d. Date(s) of the incident(s).
 - e. Resolution being sought by the student(s).
 - f. Student's signature.
6. The Director of Student Services will forward a copy of the formal complaint to the respondent (person against whom the student has the grievance) and the appropriate Department Chair, Director or Academic Dean. Within ten working days of the receipt of the written complaint, the Department Chair, Director or Academic Dean will work with all parties involved to resolve the grievance. The Director of Student Services will notify the complainant in writing of the outcome of this process. If all parties accept the decision it will be considered final.
7. Level 3 Appeal Procedure: Within ten working days of the Level 2 resolution being offered, a student wishing further action on the incident must submit a copy of his/her completed grievance resolution form to the Vice President of Academic Affairs. Within twenty working days of receipt of the grievance resolution form, the Vice President of Academic Affairs will conduct an investigation of the unresolved grievance and inform in writing the student, person against whom the student has the grievance, Director of Student Services and vested Administrators, the results of this investigation. The Vice President of Academic Affairs may take one or more of the following actions:
 - A. Offer a resolution to the grievance.
 - B. Dismiss the grievance.
 - C. Take appropriate action.
8. Grievance Related to WIA Title 1: Students who think they have been subjected to discrimination under a Workforce Investment Act (WIA) Title 1-financially assisted program or activity may file a complaint within 180 days from the date of the alleged violation.
 - A. Complaints regarding discrimination may be filed with either the Local or the National Equal Opportunity Officer at the following locations:

Local Equal Opportunity Officer:

Gayle Benton, Equal Opportunity Officer and Director of Human Resources
Coconino Community College
2800 S. Lone Tree Rd.
Flagstaff, AZ 86005

National Equal Opportunity Officer:

Director, Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210

- B. Students who file discrimination complaints with Coconino Community College must wait either until the College issues a written Notice of Final Action or until 90 days have passed (whichever is sooner) before filing with the national Civil Rights Center at the address in 2b.
- C. If Coconino Community College does not give the student a written Notice of Final Action within 90 days of the day on which a student filed a discrimination complaint, the student does not have to wait for the College to issue that Notice of Final Action before filing a complaint with the CRC. However, the student must file the CRC complaint within 30 days of the 90-day deadline – in other words, within 120 days after the day on which the student filed the complaint with the College.
- D. If Coconino Community College gives the student a written Notice of Final Action, but the student is dissatisfied with the decision or resolution, the student may file a complaint with the CRC. The student must file the CRC complaint within 30 days of the date on which the student received the Notice of Final Action.

3. BACKGROUND

- 1. References: ARS 15-1444; Workforce Investment Act (WIA) Title 1
- 2. Revision history: 4/6/04; 9/14/11, 12/19/14 (updated for compliance with WIA)
- 3. Legal review: none