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### Procedure 3.8.1 Student Complaints and Grievances

#### Part 1. Purpose

To provide a process to resolve student complaints and grievances when no other complaint, grievance, or appeal process applies to the situation.

#### Part 2. Definitions

For the purposes of Board Policy 3.8 and System Procedure 3.8.1 the following definitions apply:

##### **Appeal**

A request for reconsideration of a grievance decision under Policy 3.8 and Procedure 3.8.1.

##### **Complaint**

An oral or written claim concerning a college or university issue brought by a student alleging improper, unfair, or arbitrary treatment.

##### **Grievance**

A written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a specific provision of a college or university rule regulation board policy or system procedure.

##### **Retaliation**

Retribution of any kind taken against a student for participating or not participating in a complaint or grievance.

##### **Serious**

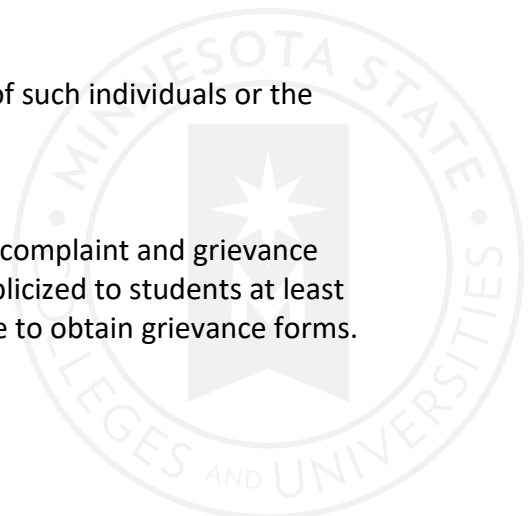
As used in this procedure, serious refers to situations.

##### **Student**

An individual who is enrolled in a college or university, a group of such individuals or the campus student government.

#### Part 3. Notification and Publication

Each college and university shall inform students of the established complaint and grievance policies and procedures. These policies and procedures must be publicized to students at least annually and include information for students about how and where to obtain grievance forms.



#### **Part 4. Complaints**

Colleges and universities shall establish procedures that provide for informal resolution of complaints by requiring that a student discuss a complaint with the employee(s), and/or administrator(s). For student complaints in which it would be inappropriate to ask the student to informally discuss the matter with the employee named in the complaint, an alternative process must be made available to the student. If not resolved through this informal discussion or alternative process, a complaint may become a grievance if the complaint involves the application of a college/university rule or regulation or a board policy or system procedure. For complaints on discrimination and harassment, see System Procedure 1B.1.1. For complaints on sexual violence, see System Procedure 1B.3.1.

#### **Part 5. Grievances**

##### **Subpart A. Timeframe**

The college or university shall develop and publish a timeframe that establishes reasonable time requirements for each step of the grievance process

##### **Subpart B. Grievance process**

The college or university shall develop a grievance form which will provide an explanation of the grievance step procedures and timelines. A grievance must be submitted in writing. At the conclusion of the grievance process, the response of the college or university must be in writing and sent to the grievant. The response must include notification to the student of the opportunity for appeal and the appeal process.

##### **Subpart C. Appeals**

The grievance procedure must include an opportunity for a student to appeal a grievance decision. The individual to whom an appeal is directed should be identified by the college or university for the issue(s) in question.

If the grievance involves a college or university rule or regulation, a student may appeal an official grievance through procedural steps up to the president. The decision of the president is final and binding.

If the grievance involves a board policy or system procedure, the actions of a college or university president, an issue of institutional or program quality such as an institution's compliance with the standards of an accrediting or licensing agency, or a claim of consumer fraud or deceptive trade practice, a student may further appeal the college or university decision to the chancellor. The decision of the chancellor is final and binding.

#### **Part 6. Retaliation Prohibited**

Retaliation of any kind must not be taken against a student for participating, or refusing to participate, in a grievance. Retaliation may be subject to action under appropriate student or employee policies.

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Date of Adoption: 01/19/06  
Date of Implementation: 01/19/06  
Date of Last Review:

Date and Subject of Revision:

04/03/19 – Amended to include a purpose section as Part 1 and renumbered the other sections, added language to Part 4 “For student complaints in which it would be inappropriate to ask the student to informally discuss the matter with the employee named in the complaint, an alternative process must be available to the student.”, and replaced shall with must.

Additional HISTORY.