

DEFINITIONS

A "Grievance" under this regulation means a complaint involving allegations of discrimination, harassment or retaliation [See FFD (Legal) and (Local)], or alleged violations of federal or state law, or College District policies.

This regulation applies to all student grievances, except as provided below:

1. Student grade appeals are addressed pursuant to procedures outlined in the Student Handbook; and
2. Student disciplinary actions are addressed pursuant to procedures in FM and FMA.

Student complaints on other matters may be addressed using the general complaint process in the Student Handbook.

"Day" means a College District business day. The calculation of days under this policy excludes Saturdays, Sundays, and College District holidays.

"Grievant" means the person filing the grievance under this policy.

"Respondent" means the person who is the subject of the grievance.

CONSOLIDATION

Complaints arising out of an event or series of related events will be addressed in one grievance. When two or more grievances are sufficiently similar in nature to permit their resolution through one proceeding, the College District will consolidate the grievances.

TIME LINES

Any time line set forth in this regulation may be extended upon mutual written agreement of both parties in advance of the deadlines. Absent mutual agreement to lengthen the applicable time lines, a student's failure to comply with the time lines outlined herein will result in the dismissal of the student's grievance.

COSTS INCURRED

Each party will pay its own costs incurred in the course of the grievance.

REPRESENTATION

Both the grievant and respondent have the right to be represented in the grievance process at their own expense by an attorney or other person. The College District may be assisted in processing

the grievance as it deems appropriate. Upon filing a grievance, the grievant must designate any such representative through written notice to the recipient of the written grievance statement. The grievant must provide at least three days' advance notice if he or she will have a representative present at any step of the formal grievance process.

INFORMAL RESOLUTION

The College District expects students and employees to work cooperatively to resolve disagreements in a manner benefitting the educational environment desired by the College District. Whenever possible, students should attempt to resolve a complaint first with the respondent, with the assistance of the Associate Vice President of Student Success and Conduct ("AVPSSC"), if necessary. Students are not required to attempt informal resolution as a condition to filing a formal grievance.

GRIEVANCES

Level One: Formal Grievance

- a. The student may initiate a formal grievance by submitting a completed Student Grievance Form [See FFD (Exhibit)], with supporting evidence attached, to the AVPSSC. If the grievance is against the AVPSSC, the student must submit a written statement of the grievance to the Vice President of Student Services ("VPSS"). The written statement of the grievance must be submitted within ten (10) business days of either (1) the date the student first knew or should have known of the event(s) serving as the basis of the grievance, or (2) the completion of the Informal Resolution process.
- b. The AVPSSC (or VPSS, depending on the circumstances) will investigate the grievance and schedule a conference with the student/grievant and the respondent within twenty (20) business days of receipt of the written grievance statement.
- c. The AVPSSC (or VPSS, depending on the circumstances) shall issue a written decision to the student/grievant within ten (10) days of the conference.

Level Two: Appeal to the Vice President of Student Services

- a. If the student/grievant is dissatisfied with the outcome of the process at Level One, he or she can appeal the outcome to the VPSS. Written notice of the appeal must be submitted to the VPSS within ten (10) business days of the date of the decision at Level One. The notice must state with particu-

larity why the Level One decision is believed to be erroneous. If the VPSS conducted the proceedings at Level One, the student/grievant may proceed to Level Three, below.

- b. If the time for administrative response at Level One has expired, and if there is not a prior written mutual agreement to extend the time, the student/grievant may proceed to the next level of the grievance process by filing a written notice within ten (10) days of the Level One response deadline.
- c. The VPSS shall conduct a conference with the student/grievant within ten (10) business days of receipt of the written notice of appeal. Prior to the conference, the VPSS shall obtain copies of all documents used in Level One, including a copy of the written response issued. The VPSS shall set a reasonable time limit for the conference. The conference shall be recorded.
- d. The VPSS shall issue a written decision on the appeal within ten (10) business days of the conference.

Level Three: Appeal to the President

- a. If the student/grievant is dissatisfied with the outcome of the process at Level Two, he or she can appeal the outcome to the College President. Written notice of the appeal must be submitted to the College President within ten (10) business days of the date of the decision at Level Two. The notice must state with particularity why the Level Two decision is believed to be erroneous.
- b. The President shall conduct a conference with the student/grievant within ten (10) business days of receipt of the written notice of appeal. Prior to the conference, the President shall obtain copies of all documents used in Levels One and Two, including a copy of the written responses issued. The President shall set a reasonable time limit for the conference. The conference shall be recorded.
- c. The President shall issue a written decision on the appeal within ten (10) business days of the conference. The President's decision shall be final and is not subject to appeal.
- d. If the student/grievant is dissatisfied with the outcome at Level Three, he or she may address the Board of Trustees during the public comment section of a Board meeting.