

CCD STUDENT GRIEVANCE POLICY

This Student Grievance Procedure is intended to give students an opportunity to present an issue that they feel warrants action, including the right to secure educational benefits and services without regard to sex, race, national origin or ancestry, creed, color, sexual orientation, disability, or age and have the issue considered in a prompt and equitable fashion.

Definitions:

Grievant: Enrolled student, client or volunteer who is providing a service to benefit the college under the supervision and control of a college employee. A client or volunteer may only grieve a decision that bans him or her from the campus.

Grievance: A grievable offense is any alleged action that violates or inequitably applies written college policies or procedures. The Grievant must be personally affected by such violation or inequitable action. A grievance must be brought to the formal stage within 20 calendar days of the date the student knew or reasonably should have known about the action.

Chief Student Services Officer (CSSO): The college employee designated by the college president to administer student grievances. Grievances alleging discrimination may be referred to the employee responsible for ensuring equal opportunity and access.

Remedy: The relief that the Grievant is requesting.

Respondent(s): Another student, volunteer, client, faculty member and/or administrator identified by the Grievant as causing or contributing to the grievance.

Non-grievable matters: The following matters are not grievable under this procedure except as noted: matters over which the college is without authority to act; grades and other academic decisions unless there is an allegation that the decision was motivated by illegal discrimination; and disciplinary actions taken pursuant to State Board for Community Colleges and Occupational Education (SBCCOE) policy.

PROCEDURES:

1) Informal. Grievant is encouraged to resolve the issue with the Respondent or his/her supervisor. In case of grievances based upon one's race, color, creed, national origin or ancestry, disability, age or gender, the Grievant may first contact the college employee responsible for affirmative action to seek informal resolution of the issues. If the complaint alleges facts that might constitute a violation of the Colorado Community College System President's Procedures concerning sexual harassment, the administrator shall investigate and process the complaint under the procedure. While the Grievant is encouraged to use the informal process, he/she may at any time elect to go to the formal stage by following the process outlined below.

2) Formal.

a) Grievant, in a timely manner, files a written statement of the actions complained of and describes the remedy he/she is seeking with the Chief Student Services Officer (CSSO). A matter also could be referred to the process by the College president or his/her designee. Once a written grievance is filed or referred, the CSSO or designee will determine whether or not the situation states a grievable offense. The matter will be closed if the situation is determined not grievable and the Grievant will be notified of the reasons.

b) If the matter is determined to be grievable, the CSSO or designee (which may be an individual or a committee) shall hear the

Grievance. A hearing will be held to give the Grievant, Respondent, and other interested parties invited to appear, the opportunity to explain what they know about the issues surrounding the grievance. Considering the oral and written statements and documents, the CSSO or designee shall issue a decision within 10 calendar days of close of the hearing. The decision shall be served upon the Grievant and the Respondent personally or by certified mail to the addresses on file in the Enrollment Services office. The decisions shall reject the grievance or grant the grievance and make recommendation(s) to resolve the issue(s). The CSSO or designee's decision is final unless either party files a Petition for Review with the college president within five (5) calendar days of service of the decision.

3) Upon receipt of a Petition for Review, the college president will review the record and issue a written decision within 10 calendar days of receipt of the Petition for Review. The president's decision is final.

4) The CSSO or designee may extend the scheduling timelines described above for good cause.

5) If the grievance is against the CSSO, the Chief Academic Officer or other person designated by the president shall perform the duties of the CSSO.

CCD STUDENT GRIEVANCE PROCEDURES

INFORMAL GRIEVANCE PROCEDURE

This informal grievance procedure must be initiated as soon as possible after the Grievant knows of the matter that gives rise to the grievance.

- 1) The Grievant shall discuss and attempt to resolve the problem with the Respondent(s). The Grievant shall keep all records relevant to the alleged grievance.
- 2) If the problem is not mutually resolved at this time, the Grievant shall confer and attempt to resolve the problem with the immediate supervisor(s) and/or the administrator of the respondent(s).
- 3) If satisfactory resolution is still not achieved, the Grievant must confer and attempt to resolve the problem with the CSSO or designee. Matters involving petitions for grade changes go the vice president for Learning and Academic Affairs.

FORMAL GRIEVANCE PROCEDURE

- 1) If the grievance is not resolved by the Informal Grievance Procedure or if the student wishes to bypass that course of action and is not limited to a change of grade, the student has the right to file a written grievance with the CSSO. The filing must occur within 20 calendar days of the date the student knew or reasonably should have known about the action. This written allegation should document all steps taken to resolve the complaint. If the CSSO determines that the allegation is grievable, a copy of the written grievance must be mailed or hand-delivered to the Respondent(s) by the CSSO within five (5) working days of the filing of the formal grievance.
- 2) Upon receipt of the notice of a grievable offense, the CSSO will establish a Grievance Committee within 10 working days. The

time may be increased if the notice is given during a school break or during a semester change. The CSSO is responsible for keeping all records pertaining to grievances. If the grievance is against the CSSO, the Chief Academic Officer or other person designated by the president shall perform the duties of the CSSO.

- 3) If the matter is determined to be grievable, the CSSO or designee shall hear the Grievance.
- 4) The CSSO or designee (which may be an individual or committee) will convene the hearing, set the date of the meeting and notify all involved persons. If a committee is convened, the CSSO will be responsible for informing the Grievance Committee of its role and responsibilities. A record of the proceedings and recommendations will be made and retained by the CSSO.
- 5) All hearings will be closed unless the both the grievant and respondent agree in writing to an open hearing. At the request of the Grievant or respondent, interested parties may be included subject to the approval of the CSSO. In the case of sexual harassment grievances, the procedure will assure confidentiality to the extent possible for Grievant and witnesses.
- 6) If either the Grievant or Respondent fails to appear at the hearing, the committee may proceed and determine its resolution of the problem in the person's absence.
- 7) The Grievance Committee's decision will be based on the greater relevant evidence.
- 8) The Committee will deliver a copy of its recommendation to the CSSO within three (3) working days following the conclusion of the hearing.
- 9) The CSSO will render a decision regarding the recommendation within 10 working days, and both parties must be notified in writing of the decision.
- 10) The Grievant may withdraw the grievance in writing at any point in the proceedings.
- 11) The CSSO may grant an extension of the time limits for reasonable cause. This extension must be documented and is not automatic. The decision to grant an extension must be written and communicated to all concerned parties.
- 12) Within five (5) working days of the committee's decision, either party may file a petition for review with the college president. The president's decision is final.
- 13) This policy is being implemented in accordance with the SBCCOE policy and the due process.

In the event that two individuals or groups of individuals from different Auraria Campus institutions are involved in a grievance, the procedures normally followed by the institution whose constituent is being charged with the grievance would apply. The CSSO from the other institution involved will be informed of the filing of the grievance and the outcome of the grievance procedure.