



Approval Date: 06/24/13
Effective Date: 06/24/13
Last Revised: 08/21/19

OPERATING PROCEDURE

Procedure Number/Name:	030.036.001 – Grievance
Associated Rule Number/Name:	030.036.000 – Grievance
Responsible Department:	Student Services

Overview

A student who has a grievance and/or appeal shall follow the specified steps of this grievance procedure to assure the grievance and/or appeal is given fair and careful consideration. The procedures described here are separated based on the type of grievance.

Any other COMPLAINT about college services, programs, or activities not addressed in the Student Grievance Procedures Section of the Student Rights and Responsibilities Handbook should be put in writing and sent to the Vice President of Student Services or appointed designee, who will forward it to the appropriate administrator.

Areas of Responsibility

Vice President of Student Services

Grievance Procedure

Step 1: Communicate with the Faculty/Staff Member:

- a. Academic Grievances: The student must directly communicate with the faculty/staff member involved within 30 calendar days of the event that is the subject of the grievance; otherwise the student forfeits the right to grieve the issue. The student is encouraged to put the grievance in writing, including a specific description of the problem, the reasons the student believes his/her rights have been violated as defined in the Student Grievance Procedures section of the Student Handbook, and a proposed remedy.
- b. Harassment or Discrimination Grievances: If the grievance involves harassment or discrimination by a **college staff member**, the student should be directed to the chief operating officer. If the grievance involves harassment or discrimination by a **student**, the student should be directed to the chief student services officer.



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Step 2: Submit a formal written grievance to the Vice President of Student Services:

- a. In cases where the problem is not resolved through direct communication with the faculty/staff member involved, the student will submit a written grievance, with supporting evidence, including a specific description of the problem, the reasons the student believes his/her rights have been violated and a proposed remedy to the campus Vice President of Student Services or designee within 10 working days of the communication with the faculty/staff member. The chief student services officer or designee will review the grievance and refer it to the appropriate administrator.
- b. Within 10 working days, the administrator will objectively investigate the grievance, consult with all involved parties, consider relevant evidence, and render a decision in writing to the student, the faculty member involved, and the chief student services officer.

Step 3: Appealing the decision:

- a. The student may appeal the decision in Step 2 if (1) CGCC procedures were not followed or (2) there is relevant evidence that was not available during Step 2. An appeal must be made within 10 working days to the Vice President of Instructional Services for academic evaluation grievances, or to the Vice President of Student Services for other grievances as defined in the Student Grievance Procedures section of the Student Handbook. The student must submit written justification for further review and provide evidence that there are grounds for the appeal.

The appropriate chief will objectively investigate how the grievance process was conducted in Step 2, consult with all involved parties, and consider relevant evidence that was not available or not considered during Step 2, and render a decision in writing. The decision will be final and not subject to appeal.

Further Information

Vice President of Student Services

gcifuentes@cgcc.edu

541-506-6010



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References

1. CGCC Administrative Rule 050.036.000 – Grievance
2. CGCC Board Policy #5500 - Student Rights, Responsibilities, and Conduct

Forms

None