

Columbia Gorge Community College

Code: **JFH-AP**
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7/9/97,
2/8/05,
07/10/07

Student Grievance Procedure

Columbia Gorge Community College has established these procedures which are designed to provide students an avenue to challenge decisions and/or actions taken by College faculty and staff **that are alleged to violate their rights as defined in the Student Rights and Responsibilities Handbook**. The grievance must address which right(s) is being violated.

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.

The student will be allowed to have an advocate of his/her choice present in meetings throughout the grievance process. Advocates are not permitted to present the case, but may advise the student. Both the College and the student may seek legal advice at their own expense; however, neither the College nor the student shall be represented by a lawyer during any grievance meeting involving the College and the student.

Matters related to concerns involving harassment or discrimination on the basis of race, color, sex, marital status, national origin, religion, age, disability, veteran status, sexual orientation, and any other status protected by applicable local, state, or federal law by a **college employee** should be directed to the Executive Director of Human Resources and Strategic Planning.

Matters related to concerns involving harassment or discrimination on the basis of race, color, sex, marital status, national origin, religion, age, disability, veteran status, sexual orientation, and any other status protected by applicable local, state, or federal law by a **student** should be directed to the Dean of Student Services.

Any other **complaint** about college services, programs, or activities not addressed in the Student Rights Section of the Student Rights and Responsibilities Handbook should be put in writing and sent to the Dean of Student Services who will forward it to the appropriate administrator.

A student must initiate the grievance procedure within 30 calendar days of the event in which their right(s) has been violated, or the student loses the opportunity to grieve the issue. If a student misses a step deadline, the grievance is considered terminated.

Grievance Procedure

Step 1: In order to resolve the grievance informally as quickly as possible, the first step shall be a person-to-person discussion between the student and the faculty/staff member. The student is encouraged to put the grievance in writing identifying which right has been violated, including a specific description of the problem, the reasons the student believes his/her rights have been violated, and a proposed remedy. If the grievance is related to a grade for a course, and the course is team taught, it is advisable to meet with all team members.

If the student so chooses, he/she may skip the informal step and begin the formal grievance procedure at Step 2.

- If the student is filing a formal grade grievance, the most common grievance, the following information is included for quick reference and is the only basis for a grade grievance:

“Protection Against Improper Evaluation”:

Student performance shall be evaluated on an academic basis, which may include attendance, not on the student’s opinions or conduct in matters unrelated to academic standards. Students shall have the right to appeal their academic evaluation under the grievance procedure. At the same time, students are responsible for maintaining the standards of academic performance established for each course in which they are enrolled. Students have the right to be informed about class requirements.

Step 2: If the student is not satisfied with the outcome of Step 1, the student must submit a formal written grievance to the Dean of Student Services, 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 within 10 working days of the communication with the faculty/staff member.

The Dean of Student Services will review the grievance and refer it to the appropriate Administrator (Department Chair, Instructional Program Director, or Director of Advising and Career Services). 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 Dean of Student Services.

Step 3: The student may appeal the decision in Step 2 to the Chief Academic Officer for academic evaluation grievances or to the Dean of Student Services for other grievances as defined in the Student Rights and Responsibilities Handbook if there is relevant evidence that was not available during Step 2. An appeal must be made within 10 working days of the Step 2 decision. The student must submit written justification for further review and provide evidence that there are grounds for the appeal.

The Chief Academic Officer or Dean of Student Services will objectively consult with all involved parties, consider relevant evidence that was not available or not considered during Step 2, and render a decision in writing. The decision of the Chief Academic Officer or Dean of Student Services will be final.

Maintaining Records

When the grievance process is concluded, all documentation shall be forwarded to the Dean of Student Services who will maintain them in accordance with the state archival policies.

END OF PROCEDURE
