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TITLE: Student Grievance Procedure

EFFECTIVE DATE: August 1, 2016

LAST REVISION: Initial

Policy No. 5.560

Policy Statement

PURPOSE

To ensure that student concerns are promptly addressed and resolutions reached in a fair and just manner. It is essential that each student be given adequate opportunity to bring complaints and problems to the attention of the College with the assurance that each will be heard and due process afforded the student. The College seeks to work with the student to understand and address concerns before resorting to formal grievance procedures.

PROCEDURE

1. Definitions

- 1.1 A Grievance is a complaint by a Baton Rouge Community College student involving an alleged misapplication or violation of any College policy or procedure that adversely impacts the student, or any other dispute within the College that directly impacts the student in an adverse manner.
- 1.2 A Grievance may include, but is not limited to, complaints alleging
 - 1.2.1 mistreatment by a College employee,
 - 1.2.2 errors in the assessment of fees or other financial obligations,
 - 1.2.3 registration errors, and/or
 - 1.2.4 loss of financial aid eligibility not including Satisfactory Academic Progress as defined in section 2 below.
- 1.3 A Grievance shall not include complaints or disputes on issues described in section 2 below.
- 1.4 A Student is an individual who is matriculated or otherwise enrolled to attend class full or part-time at Baton Rouge Community College.

2. Issues and Disputes Not Covered in this Policy

- 2.1 Requests to review and challenge contents of student records will be processed according to Policy 5-571 FERPA.
- 2.2 Grievances involving harassment or discrimination will be processed according to Policy 6-602 Title IX and Sexual Misconduct.
- 2.3 Issues relating to financial aid eligibility will be processed according to Policies 5-551 Financial Aid Policy, 5-552 Financial Aid Code of Conduct, and 5-553 Satisfactory Academic Progress.
- 2.4 Appeals of disciplinary actions will be processed according to Policy 5-541 Student Code of Conduct.



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- 2.5 Appeals or petition regarding instructional or academic issues will be processed according to Policy 1.4340 Academic Appeals.
- 2.6 Complaints that, on their face, are not subject to possible resolution in a student grievance context. (An example would be a student complaint where the student's requested relief is prohibited by state or federal law).

3. Informal Resolution

- 3.1 Before initiating the grievance process, the student is encouraged to make every effort to resolve the problem informally with the person(s) alleged to have caused the grievance.
- 3.2 Alternatively or additionally, the student may present the informal grievance in writing to the person(s) alleged to have caused the grievance. This attempt to resolve the grievance informally should be started as soon as the student first becomes aware of the act or condition that is the basis of the grievance.
- 3.3 The student may present the informal grievance to the direct supervisor of the person alleged to have caused the grievance. Students uncertain about how to identify this person or determine how to proceed may consult the Office of the Vice Chancellor for Student Affairs who shall identify the appropriate person.

4. Formal Resolution

Filing a formal grievance is a serious matter and should be done thoughtfully following the process as outlined below.

- 4.1 If the student is unable to reach an informal resolution, they may present the grievance in writing to the Office of the Vice Chancellor for Student Affairs. The Vice Chancellor will assign resolution of the grievance to the appropriate next level supervisor. The next level supervisor will conduct an investigation as warranted to resolve any factual disputes.
- 4.2 The supervisor shall conduct a meeting in order for the student to present any information relevant to their grievance. The student will be allowed to have an advisor of their choice present in meetings throughout the grievance process. Advisors are not permitted to present the case or otherwise participate in the discussion, but may advise the student. Both the College and the student may seek legal advice at their own expense.
- 4.3 The supervisor's disposition of the grievance shall be reported to the student and the appropriate Vice Chancellor in writing within fifteen (15) business days from the date the written grievance was received and shall inform the student of the decision including the right to appeal and to whom the appeal shall be made.
- 4.4 If the disposition extends beyond the fifteen (15) business days the supervisor shall inform the student of the delay and the expected response date.



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5. Grievance Appeal Procedure

- 5.1 In all cases, the appropriate Vice Chancellor will be responsible for addressing appeals by a student who is not satisfied with the responses after all reviews by supervisors have been completed.
- 5.2 To request an appeal, the student must present an appeal statement in writing, together with all supervisors' written responses to the grievance, to the Vice Chancellor within five (5) business days of receipt of the final review and determination.
- 5.3 The Vice Chancellor will review all documentation. A written decision shall be made within ten business days after reviewing the case.
- 5.4 A final appeal at the College level may be made to the College Chancellor. To request review of the appeal, the student must present an appeal statement in writing, together with all Vice Chancellor's and supervisors' written responses to the grievance, to the Chancellor within five (5) business days of receipt of the final review and determination by the Vice Chancellor.
- 5.5 The Chancellor will review all documentation. A written decision shall be made within ten (10) business days after reviewing the case. The decision of the Chancellor shall constitute final College action.
- 5.6 Any further appeal of a decision regarding the student grievance must be made to the Louisiana Community and Technical College System office in accordance with LCTCS Policy # 2.004.

Source of Policy: Student Affairs

Related Policy: _____

Approved by: 

Interim Chancellor Dennis F. Michaelis

Responsible Administrator: VC Student Affairs

LCTCS Policy Reference: 2.004

LCTCS Guideline Reference: _____

Date: 08/01/2016