



Reference: *Title IX, Education Amendments of 1972;*
Education Code Section 76224(a);
34 Code of Federal Regulations Parts 106.1 et seq.;
ACCJC Accreditation Eligibility Requirement 20;
ACCJC Accreditation Standard IV.D

The purpose of this procedure is to provide a prompt and equitable means of resolving student grievances. These procedures shall be available to any student who reasonably believes a college decision or action has adversely affected his or her status, rights, or privileges as a student. The procedures shall include, but not be limited to, grievances regarding:

- Sex discrimination in education programs and activities as prohibited by Title IX of the Higher Education Amendments of 1972 (see AP 3435, Discrimination and Harassment Investigations for sexual misconduct complaints under Title IX)
- Course grades (see AP 4231, Grade Changes)
- The exercise of rights of free expression protected by state and federal constitutions and Education Code Section 76120
- Service complaints

Forms for reporting are available on the college websites.

This procedure does not apply to:

- Student disciplinary actions, which are covered under separate Board policies and Administrative Procedures.
- Police citations (i.e. "tickets"). Complaints about citations must be directed to the County Courthouse in the same way as any traffic violation.

Definitions

- Party – The student or any persons claimed to have been responsible for the student's alleged grievance, together with their representatives. "Party" shall not include the Grievance Hearing Committee or the College Grievance Officer.
- President – The College President or a designated representative of the College President.
- Student – A currently enrolled student, a person who has filed an application for admission to the college, or a former student. A grievance by an applicant shall be limited to a complaint regarding denial of admission. Former students shall be limited to grievances relating to course grades to the extent permitted by Education Code Section 76224(a).

- Respondent – Any person claimed by a grievant to be responsible for the alleged grievance.
- Day – Unless otherwise provided, day shall mean a day during which the college is in session and regular classes are held, excluding Saturdays and Sundays.

Informal Resolution

Each student who has a grievance shall make a reasonable effort to resolve the matter on an informal basis prior to requesting a grievance hearing, and shall attempt to solve the problem with the person with whom the student has the grievance, that person's immediate supervisor, or the local college administration.

The College President shall appoint an employee to assist students in seeking resolution by informal means. This person shall be called the Grievance Officer.

Any student who believes he or she has a grievance shall file a Complaint/Incident/Grievance Form with the Grievance Officer within ten (10) days of the incident on which the grievance is based, or ten (10) days after the student learns of the basis for the grievance, whichever is later. The Complaint/Incident/Grievance Form must be filed whether or not the student has already initiated efforts at informal resolution, if the student wishes the grievance to become official. Within two days following receipt of the Complaint/Incident/Grievance Form, the Grievance Officer shall advise the student of his or her rights and responsibilities under these procedures.

The Grievance Officer will investigate the complaint and submit a response to the student within ten (10) days following the student's submission of the Complaint/Incidence/Grievance Form. If the resolution of the complaint is not satisfactory to the student, the student shall have the right to submit an appeal in writing to the College President. The President shall respond in writing and the President's response shall be final.

If the response from the Grievance Officer or President substantiates the student grievance, the Respondent shall be entitled to receive a brief statement regarding the subject matter of the grievance, including a summary of the actions alleged to support the grievance. If the Respondent is part of an employee bargaining unit, the Respondent shall be entitled to confer in advance with an employee representative regarding the substance of the grievance prior to any interviews or meetings that may result in disciplinary action. The Respondent may submit a written response to the Grievance Officer of President's decision.

Time Limits

Any times specified in these procedures may be shortened or lengthened if there is mutual concurrence by all parties.

Board approval date: 7/27/10
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