STUDENT GRIEVANCE **POLICY 5.3.6**

Board of Trustees Approval Date: 3/25/2025
Revision Date(s):
Revision Responsibility: VP of Student Services
Comments:

I. GRIEVANCE PROCESS OVERVIEW

In order to maintain a harmonious and cooperative environment between and among the College and its students, the College provides for the settlement of problems and differences through an orderly grievance procedure. Every student shall have the right to present his/her problems or grievances free from coercion, restraint, discrimination or reprisal. This Policy provides for prompt and orderly consideration and determination of student problems and grievances by College administrators and ultimately the President.

A grievance is any matter of student concern or dissatisfaction with the College's control except: (a) student discipline matters regarding academic and non-academic violations (Policy 5.3.2 – Student Conduct); (b) discrimination and unlawful harassment, including sexual harassment and sexual violence (Policy 5.3.4 – Discrimination and Unlawful Harassment); (c) a grade appeal (Policy 5.2.5 – Grade Appeal); or (d) any other matter that has a specific grievance process outlined in that policy or procedure.

II. INTERNAL GRIEVANCE PROCESS

1. Informal Grievance – Step One

In the event the alleged grievance lies with an instructor/staff member, the student must first go to that instructor/staff member and attempt to informally resolve the matter. Both the student and instructor/staff member must have an informal conference to discuss the situation and document the attempts taken to resolve the grievance at this level. In the event that the student is unsatisfied with the resolution reached at the informal conference, he/she may proceed to Step Two within five (5) business days after the informal conference. Not proceeding to Step Two within the time period will result in the grievance not being heard and the matter being closed.

If the grievance concerns issues unrelated to a particular instructor/staff member (for example, an issue with College policy), the student can skip the informal process and proceed to Step Two.

2. Formal Grievance – Step Two

If the grievance is not resolved at Step One (or, given the nature of the grievance, Step Two begins the process) the student may file a written grievance with the Vice President for Student Services ("Vice President"). The written grievance must contain, with specificity, the facts supporting the grievance and the attempt, if applicable, to resolve the grievance at the information level.

The Vice President (or, depending on the nature of the grievance, another appropriate Vice President) shall review the written grievance and conduct whatever further investigation, if any, is necessary to determine any additional facts that are needed to resolve the grievance. The Vice President shall provide his/her written decision within ten (10) business days after receipt of the grievance.

The Vice President's decision is final.

III. EXTERNAL GRIEVANCE PROCESS

1. North Carolina Community College System

The College is a member of the North Carolina Community College (NCCC) System. If a student is dissatisfied with the result of a grievance within the College, the student may file a grievance with the NCCC System. The student must exhaust the College's internal grievance process prior to filing a grievance with the NCCC System. The contact information for the NCCC System Office is:

North Carolina Community College System Office
200 West Jones Street
Raleigh, NC 27603
Telephone: 919-807-7100
Website: https://studentcomplaints.northcarolina.edu/form

2. Southern Association of Colleges and Schools Commission on Colleges

The College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). If a student is dissatisfied with the result of a grievance within the College, the student may file a grievance with the SACSCOC. The student must exhaust the College's internal grievance process prior to filing a grievance with the SACSCOC. The contact information for SACSCOC is:

Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)



1866 Southern Lane
Decatur, GA 30033
Telephone: 404-679-4500
Website: https://sacscoc.org/