

Formal Process for Non-Grade Grievances

(Note: For grade grievances, see “ **Grade Grievances** section of this catalog”)

Step 1. Filing a Grievance

Student files a Statement of Grievance available on the college website (<https://canadacollege.edu/policies/grievances.php>) or from the Vice President, Student Services. The form must be filed within one year of the incident on which the grievance is based. In presenting a grievance, the student shall submit a written statement to include, where appropriate, the following information:

1. A statement describing the nature of the problem and the action which the student desires taken.
2. A statement of the steps initiated by the student to resolve the problem by informal means.
3. A description of the general and specific grounds on which the grievance is based.
4. A listing, if relevant, of the names of all persons involved in the matter at issue and the times, places, and events in which each person so named was involved.
5. The Statement of Grievance must be filed whether or not the student has already initiated efforts at informal resolution, if the student wishes the grievance to become official.

Step 2. Review of Grievance

Within five days following receipt of the Statement of Grievance Form, the Vice President, Student Services shall advise the student of his or her rights and responsibilities under these procedures. In general, the requirements for the Statement of Grievance to present sufficient grounds for a hearing shall be based on the following:

- The statement contains facts which, if true, would constitute a grievance under these procedures;
- The grievant is a student which includes applicants and former students;
- The grievant is personally and directly affected by the alleged grievance;
- The grievance was filed in a timely manner;
- The grievance is not clearly frivolous, clearly without foundation, or clearly filed for purposes of harassment.
- For a grade grievance, the grade given to a student shall be the grade determined by the instructor. In the absence of mistake, fraud, bad faith or incompetency (according to Education Code 76224) the grade issued by the instructor may not be changed. The appropriate Division Dean and Vice President of Instruction will assist in determining if the student’s grievance meets the criteria established by the Education Code. For the specific steps for

filing grade grievances, contact the Vice President, Instruction.

Step 3. Grievance Hearing Process

If hearing is to be conducted, a Grievance Committee, consisting of a faculty member, staff member, and student will review the grievance. Each party to the grievance may call witnesses and introduce oral and written testimony relevant to the issues of the matter. A recommendation is made and student notified.

Step 4. Appeal to the President

The student may appeal to the President within five working days after receipt of the decision. A student may appeal of there is: 1) new information, or 2) due process was not followed.

Step 5. Appeal to the Chancellor

The student may appeal, in writing, to the Chancellor- within five days after receipt of the decision of the President. The Chancellor-, or his/ her designee, shall provide the student with a hearing, if requested, and shall review the appeal. A written notice of the decision of the Chancellor-Superintendent shall be provided to the student within five days of the review of the student’s written appeal.

Step 6. Appeal to the Board of Trustees

The student may appeal, in writing, to the Board of Trustees, or its designee, within five days after receipt of the decision of the Chancellor. The Board of Trustees shall provide the student with a hearing, if requested, and shall review the appeal. A written notice of the decision of the Board shall be mailed to the student and to appropriate staff members, within twenty days following the review. The decision of the Board of Trustees is final.

