

Types of Student Grievances

The San Mateo County Community College District (SMCCCD) colleges are committed to the concept that, in the pursuit of their education, students should be free of unfair and improper actions on the part of any member of the academic community. If, at any time, students feel subject to unjust actions or denied rights, the student may file a grievance, or an appeal of the decision/action taken in response to a grievance, using the process described here.

Informal Resolution: Initial College Review

As a first step, try to resolve the matter on an informal basis directly with the person with whom the student has the grievance, that person's immediate supervisor, or the local college administration.

Informal Student Grievance Procedure		
AREA	FIRST LEVEL OF ACTION	SECOND LEVEL OF ACTION
Academic Matters: Grades, Testing, Class Content, Assignments	Instructor	Division Dean
Admissions/Late Withdrawal	Dean of Enrollment Services	Vice President, Student Services
Discrimination Matters	Vice Chancellor, Human Resources	Chancellor
Fee Payments or Refunds	Cashier	Director, Business Services
Financial Aid	Director of Financial Aid	Dean of Enrollment Services
Academic or Progress Dismissal	Dean, Counseling Services	Vice President, Student Services
Registration	Registrar	Dean of Enrollment Services
Residency Determination	Registrar	Dean of Enrollment Services
Public Safety and Parking	Supervisor, Campus Safety	Director, District Safety

Informal Student Grievance Procedure		
AREA	FIRST LEVEL OF ACTION	SECOND LEVEL OF ACTION
Sexual Harassment	Vice Chancellor, Human Resources	Chancellor
Student Records	Registrar	Dean of Enrollment Services
Time, Place and Manner	Student Life & Leadership Manager	Vice President, Student Services
Waiver of Academic Requirements	Director of Disability Resources	Vice President, Student Services

