

Procedure Number:	B600.00.50.01.Q
Date Adopted:	November 1981
Date Revised:	February 2014
Date Revised:	July 2021

STUDENT GRIEVANCE PROCEDURE

PURPOSE

To specify the steps taken by the student and the responding college administrators in addressing a grievance. Rowan-Cabarrus Community College expects that students and faculty work to resolve misunderstandings and conflicts through informal means as a first approach. If normal channels of communication break down or if a situation does not lend itself to informal resolution, students may seek recourse through the formal grievance process. Any student may request a review of any College decision or action alleged to be discriminatory or to have a negative effect on the student's status at Rowan-Cabarrus Community College.

DEFINITIONS

A grievance is a formal written document submitted by a student against the College alleging possible non-compliance with institutional policy or procedure, or alleging a decision that is discriminatory and has a negative effect on the student's enrollment status at the College.

A grievance is not the proper avenue for filing complaints related to disciplinary appeals, grade appeals, financial aid appeals, or residency appeals. Students should use other procedures to address these matters.

RESPONSIBILITIES

- Students are responsible for notifying the College within 30 days of the event as outlined below regarding their concern or allegation. In the case of minors enrolled in pre-college studies, English as a Second Language or other college course or program, a parent or legal guardian may issue the grievance on the minor's behalf.
- The formal grievance is filed either electronically or in writing to the Executive Director of Civility. This document submitted electronically or in hardcopy will become the document of record for an action taken.

- The Executive Director of Civility is responsible for hearing the initial complaint, responding to the student regarding receipt of the concern/allegation, assigning the grievance to the appropriate dean, supervisor, or vice-president for response, maintaining all documents of responses and any action taken, and ensuring that all timelines have been met.
- The student grievant or the assigned supervisor of the case may request an alternate supervisor be assigned to avoid potential conflicts of interest or perceived bias concerns.
- Assigned supervisors are responsible for reviewing the grievance, documenting the findings, communicating with the student and the Executive Director of Civility any actions taken and the final resolution or decision at that level.
- The Executive Director of Civility (or designee) is responsible for consulting with the student grievant at any step in the process as requested by the student.

PROCEDURE

- The student shall first informally discuss the matter in question with the College employee most directly involved unless the issue is a claim of discrimination or harassment.
 - In cases of alleged discrimination or harassment, the student may move directly to filing a written notification of possible violation using the online form [Student Complaint and Grievance Form](#).
 - In cases that involve sexual misconduct or sexual harassment, students should complete the online form [Sexual Misconduct-Title IX, Reporting Form](#).
 - The reporting forms are located on the College website. If preferred, the student may submit a written notice to any Title IX administrator as noted on the College website.
 - All such grievances shall be in writing and state the basic facts in the case. Students unable to resolve their grievance informally must submit a formal written grievance stating the basic facts of the case, the policy or procedure violated, and the informal actions taken prior to filing the formal written grievance.
- All grievances submitted electronically or in writing are received by the Executive Director of Civility or designee who responds to the student via their college email within 48 hours regarding receipt of the grievance, notifies the appropriate supervisor, dean or vice president of the grievance, and confirms the 30-day date for a written response. The College expects that grievances will be addressed as quickly as possible but requires a result within 30 days.
- The student grievant or assigned supervisor may request an alternate supervisor within 24 hours of receiving the initial notice of the assignment and confirmed date for response. The

Executive Director of Civility who originally assigned the case will reassign the alternate supervisor and confirm the response date.

- If the student is dissatisfied with the decision of the Executive Director of Civility, then the student may appeal to the Vice-President of Student Success Services. The Vice-President's decision will be final. If the final decision at the Vice-President level is recommended expulsion from the College, the President will issue the final ruling.
- A student may at any stage of the process consult with the Executive Director of Civility to obtain advice regarding the grievance procedure.

TIMELINES

A grievance must be presented within 30 days after the action or decision being questioned. Processing at each step cannot exceed 30 working days; however, the time may be extended by either party with agreement of both parties or by extenuating circumstances as decided by the administrator responding to the grievance. The College expects all administrators to work through grievances as quickly and thoroughly as possible noting that many grievances can be addressed in less than 20 working days. If the administrator at each step does not meet processing time limits, the grievant may then request assistance through the Executive Director of Civility who assigned the case in obtaining requested relief. If the grievant does not meet the stated time limitations, the process will be terminated, and such grievance cannot be resubmitted.

AUTHORITY

Higher Education Opportunity Act 20 U.S.C. 1001
Title IX, Education Amendments of 1972, 86 Stat. 373, 374; 20 U.S.C. 1681, 1682
Section 504 20 U.S.C. 1405; 29 U.S.C. 794. 45 FR 30936
Title II of the Americans with Disabilities Act (75 FR 56163)
Age Discrimination Act. – 42 U.S.C. 6103

HISTORICAL NOTE

Originally:

- Procedure No.: 7.17

Original (signed) procedure is on file in
the Rowan-Cabarrus Community College President's Office
Dr. Carol S. Spalding, President