



## **600 POLICY - Student Grievances**

### **600.1 Statement of Policy**

A student of Redlands Community College who feels that he or she has been treated unfairly by an administrator, faculty member, or other staff member may raise the issue through a grievance, provided no other College procedure is available to address the issue. Issues addressed in other procedures, such as grade appeals, appeals of disciplinary action, and complaints of prohibited discriminatory action, shall be pursued in accordance with those procedures.

### **600.2 Informal Resolution**

The student shall seek informal resolution of the matter before filing a formal grievance. The student shall first raise the issue with the individual whose action is grieved. If the grievance is not resolved, the student shall raise the issue with that individual's immediate supervisor. The individual whose action is grieved shall be given the opportunity to respond to, and to participate in, the informal resolution process. Absent resolution at this level, the student may then seek formal resolution of the grievance.

### **600.3 Formal Resolution**

Before filing a formal grievance, a student shall first seek informal resolution of the grievance. If an informal resolution is not reached, a student may file a formal grievance by following the procedures published in the Procedures section of the Policies and Procedures Manual.

Adopted March 1995  
Revised February 2001  
Revised February 2002



## 600 PROCEDURE - Student Grievances

### **600.3:1 Formal Resolution**

A formal grievance must be filed within twenty (20) business days from the event or action which is grieved. Failure to first seek an informal resolution, or failure to file the formal grievance within this twenty (20) day period, will constitute a waiver of any right to pursue the grievance.

The grievance must be submitted, in written form, to the individual whose action is grieved and to that individual's immediate supervisor. The individual whose action is grieved shall be given the opportunity to submit a written response to the grievance.

If the grievance is not resolved at this level, the student may submit the grievance to the individual at the next level of administration above the immediate supervisor. Absent resolution, the student may submit the grievance to the individual at each succeeding level of administration, proceeding up the organizational flow chart, to the staff person who reports to the President who has administrative authority over the individual whose action is grieved.

At each level of the formal grievance process, the grievance must be submitted in writing; the individual whose action is grieved, shall be given the opportunity to respond; and written notice of the decision shall be given to the student and to the individual whose action is grieved within ten (10) business days after submission of the response to the grievance. The decision of the staff person who reports to the President shall be the final institutional decision on all formal student grievances.

Adopted March 1995  
Revised February 2001  
Revised July 2008  
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