

Purpose of the Policy

Students at NWIC are guaranteed rights that are outlined under Student Rights and Responsibilities. If a student feels that ~~one~~ his or her student rights have been compromised or violated, the student has the right to file a formal complaint, known as a grievance, in order to resolve the issue.

Policy Statement

NWIC will ensure that student grievances are heard and responded to in a timely way and properly tracked through a uniform process outlined by this policy. This process will be used by NWIC faculty, staff, and students to accept and process student-initiated grievances.

Record Keeping

~~If a student complaint is not resolved in the first two steps of the Student Grievance Procedure and reaches either of the Deans, that office will keep a single record of the student complaint and all relating documents. Records related to student grievances are so only those involved in the process will have access to them. The Dean of Students shall maintain a log to track and aggregate student complaint information and their disposition so that NWIC can study patterns of complaints to determine whether improvements in its programs or processes might be appropriate.~~

Definitions

Grievance

A grievance is a formal complaint signed by a student and received by the appropriate party office.

Not Allowable for Grievance

A student may not use the provisions of these sections as the basis for filing a grievance based on the outcome of disciplinary proceedings described in earlier sections of this student rights and responsibilities code. Federal and local laws, rules and regulations, in addition to policies, regulations, and procedures adopted by the Lummi Nation shall not be grievable matters.

Informal Complaints

Other items not on the list of Student Rights may be addressed through an Informal Complaint Form. This would cover things such as a complaint about food in the residence cafeteria or a staff member procedure you are unhappy with. Informal Complaint forms are available in the Center for Student Success.

Student Grievance Procedure

Step 1: If a student believes that he or she has been unfairly treated by an administrator, staff or faculty member of the college, the student shall first discuss the matter with the individual toward whom the grievance is directed, unless there are good reasons for not doing so, such as a desire to maintain anonymity with the party

Step 2: If the student feels the matter has not been resolved, the student should submit the grievance in writing to the individual to whom the grievance is directed with a copy to that individual's immediate supervisor within thirty ten (1030) working days. See Student Grievance Form and NWIC Organizational Chart.

1. This meeting must take place and a written decision delivered to the student within five (5) working days of receipt of the written grievance. If either party is not satisfied with the results of the meeting, the student may proceed to Step 4.

Step 3: If the student is not satisfied with the disposition of his/her grievance, the next step is to submit a written statement within five (5) working days to the Dean of Students or the Dean of Instruction. The student shall meet with the Dean and present evidence related to the grievance.

- ~~1.~~2. This meeting must take place and a written decision delivered to the student within fifteen (15) working days of receipt of the written grievance. If either party is not satisfied with the results of the meeting, the student may proceed to Step 4.

Step 4: An appeal can be made to the Vice President of Instruction and Student Services.

1. The written appeal must be submitted within five (5) working days.
2. All records, documents, memoranda, letters, and testimony constituting the hearing record shall be submitted to the Vice Presidents' Office for review.
3. At his/her discretion, the Vice President may hear the appeal and make a final decision.
4. The grievant and respondent will be notified in writing within forty-five (45) days of receiving the appeal.

The decision of the Vice President shall be final. It is the student's responsibility to contact the Vice President's office of NWIC, pending any issues. It is a student's obligation to adhere to the timeframe stated above.

Record Keeping

If a student complaint is not resolved in the first two steps of the Student Grievance Procedure and reaches either the Dean of Student Life or the Dean of Academics and Distance Learning, that office will keep a single record of the student complaint and all relating documents. Records related to student grievances are so only those involved in the process will have access to them. The Dean of Students shall maintain a log to track and aggregate student complaint information and their disposition so that NWIC can study patterns of complaints to determine whether improvements in its programs or processes might be appropriate.

Responsible Offices

Center for Student Success, Deans

Policy History

Student Grievance Policy , submitted to Admin Team 4/2/14, 1st read 4/16/14