

WRITTEN STUDENT COMPLAINTS

As a matter of practice, Coastal subscribes to the philosophy that student complaints are best resolved on an informal basis. When a student has a complaint, he/she should attempt to resolve concerns with college personnel having responsibilities directly at the source of the complaint. When informal procedures do not resolve concerns, written student complaints should be sent to the division chair for student services who will determine the appropriate college personnel to review the complaint. The student should receive written acknowledgment of the complaint from the division chair for student services

within ten (10) working days.

The complaint will be reviewed and a collaborative effort will be made to resolve the complaint. Within twenty (20) working days of receipt of the complaint, the student will receive notification of the resolution of the complaint, or of the college's position concerning the complaint.

GRIEVANCE PROCEDURE

Purpose

The purpose of the student grievance procedure is to provide a system to channel complaints against a faculty or staff member concerning the following:

1. Alleged discrimination on the basis of age, sex, race, disability or other conditions, preferences or behavior, excluding sexual harassment complaints; or
2. Academic matters, excluding course grade(s), in which a student has a grievance.

Sexual harassment complaints should be directed to the Office of the Executive Vice President or his designee as addressed in the college catalog.

The right of student appeal related to course grade(s) received is addressed in the college catalog.

Procedures

Step 1: The student must go to the faculty or staff member where the alleged problem originated. A conference will be scheduled to resolve the matter equitably and informally at this level. The conference should take place within five (5) working days of the incident that generated the complaint. In resolving complaints of alleged discrimination, a student may seek the alternate assistance of an appropriate college faculty or staff member instead of the individual with whom the alleged problem originated.

Step 2: If the grievance is not resolved at the informal conference with the faculty or staff member, the student should meet with the faculty or staff member's direct supervisor within five (5) working days after satisfying Step 1. As part of the effort to resolve the student's issue, the supervisor will consult with the employee against whom the grievance was filed and the appropriate academic division chair or college program director. The supervisor will make every effort to resolve the matter promptly and fairly and, in any event, within ten (10) working days of the date presented.

Step 3: If the grievance is not resolved with the direct supervisor, the student may file a written complaint with the division chair for student services within five (5) working days after satisfying Step 2. The written complaint shall include: (a) date of incident and brief description of the student's grievance; (b) a summary of the supervisor's response; and (c) the reason the supervisor's response is unsatisfactory. If the complaint (inclusive of required information (a) - (c) listed above) is not submitted within the specified time period, the subject of the grievance will be considered settled on the basis of the decision made at Step 2 of this grievance procedure. Upon receipt of the written student complaint,

the division chair for student services will have five (5) working days to notify the employee against who the grievance was filed that Step 3 of the Grievance Procedure has been initiated. Upon notification, the employee shall be given an opportunity to respond in writing to the division chair for student services within five (5) working days. It is the responsibility of the division chair for student services to refer the written student complaint along with the written employee response to the appropriate vice president or designee of the president for action within fifteen (15) working days after initial receipt of the written student complaint. All subsequent decisions concerning the student or the employee against whom the grievance was filed rests with the appropriate vice president (hereinafter referred to as the "vice president" or designee of the president.

Step 4: The vice president or designee of the president will hear the grievance, review all written information, and interview any persons necessary to render a written decision within ten (10) working days after receipt of the student's grievance from the division chair for student services. The decision will be forwarded to the grievant and other persons involved.

Step 5: The decision of the vice president or designee of the president may be appealed to the president by either party involved within ten (10) working days of the decision. Any such appeal shall be in writing, shall be based solely upon the record, and shall be limited to one or more of the following grounds: that the finding is not supported by substantial evidence, that a fair hearing was not afforded to the individual, or that the outcome of the decision was excessive or inappropriate. It is the responsibility of the president to make prompt disposition of all such appeals, and his decision shall be rendered within thirty (30) working days after receipt of the complete record of appeal.