

Century Community and Technical College

3.8.0.1.1 Student Grievance Procedures

A student may file a *complaint* (an oral claim) concerning alleged improper, unfair, arbitrary or discriminatory treatment and discuss it with the appropriate employee or with the employee's supervisor. This is the first step in the formal process.

In order to initiate a *grievance* (formal written claim), a specific rule or regulation of the college or the Board policy or procedure must be involved--a student must be able to show a violation in the application of a specific rule or regulation.

If a violation does involve a rule or regulation, a student may carry an official grievance through three steps, if necessary:

- To the employee being grieved (Step 1)--This step is encouraged but not required.
- To the appropriate supervisor to whom that employee reports (Step 2)
- To the College President (Step 3)--This is the final step in the appeal process.

However, if the violation involves a Board policy, a student may carry the grievance to a fourth step:

To the Chancellor (Step 4)--the decision of the Chancellor is final and binding.

All time limits are five days--except that initially the student has twenty working days to start the process. By mutual agreement time limits may be waived (Saturdays, Sunday, holiday, and breaks in the academic calendar do not count).

- Any time an unsatisfactory answer is given, a student has **five working days** to present the grievance at the next step (if not presented in five days the last answer stands and the grievance can go no farther).
- Each time the grievance is presented at any step, the employee--Dean--President must meet with the student in **five working days** (if no meeting in five days the student may go to the next step).
- After the meeting at any step, the student must be given an answer in **five working days** (if no answer in five days the student may go to the next step).

Copies of all forms are available in the Dean of Students Office.

References:

Minnesota State Colleges and Universities Board Policy 3.8 Student Grievance

Date Proposed: 6/11/98
Date Approved: 6/11/98
Date Implemented: 7/1/98
Date Revised:

Century College
Student Grievance Form
Step 1, Page 1

Name of Grievant _____

Step 1: To the Person Being Grieved

Name of Person Being Grieved _____

Action Being Grieved:

1. Indicate the exact policy, regulation, or procedure involved in the grievance.

2. Indicate the reason for the grievance:

___ grieving the application of the specific provision of the policy, regulation or procedure

___ grieving that the application of the policy, regulation or procedure is not uniform

___ grieving that the application of the policy, regulation or procedure is not in accordance with its provision of _____

3. Give detailed explanation of the grievance check above.

4. Remedy Sought:

Signature of Student _____

Date of Filing: _____ (Grievance must be filed within twenty working days after occurrence.)

Century College
Student Grievance Form
Step 1, Page 2

Grievant _____

Date of grievance meeting between employee and student: _____
(must be within 5 working days after receipt, unless extension is mutually agreed upon
and copy of agreement is attached)

Settlement:

Signature of Employee: _____

Signature of
Student: _____

Date of Settlement: _____

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Student Grievance Form
Step 1, Page 3

Grievant: _____

Written answer of employee, optional.

Signature of Employee: _____

Date: _____ (must be within 5 working days after meeting unless extension is mutually agreed upon and copy of agreement is attached)

Send copy to employee's supervisor.

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Student Grievance Form
Step 2, Page 1

Grievant: _____

Step 2: To the Employee's Supervisor

Date of Filing: _____ (must be within 5 working days after receipt of written answer from employee, unless extension is mutually agreed upon and copy of agreement is attached)

Date of Grievance Meeting between Supervisor and Student: _____ (must be within 5 working days after receipt, unless extension is mutually agreed upon and copy of agreement is attached.)

Settlement:

Signature of Supervisor: _____

Signature of Student: _____

Date of Settlement: _____

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Student Grievance Form
Step 2, Page 2

Grievant: _____

Written answer of Supervisor, if no settlement is reached:

Signature of Supervisor: _____

Date: _____ (must be within 5 working days after meeting, unless extension is mutually agreed upon and copy of agreement is attached)

Send copy to the President.

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Student Grievance Form
Step 3, Page 1

Grievant: _____

Step 3: To the College President

Date of Filing: _____ (must be within 5 working days after receipt of the written answer from the Supervisor, unless extension is mutually agreed upon and copy of agreement is attached)

Date of Grievance Meeting between President and Student: _____
(must be within 5 working days after receipt, unless extension is mutually agreed upon and copy of the agreement is attached)

Settlement:

Signature of President: _____

Signature of Student: _____

Date of Settlement: _____

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Student Grievance Form
Step 3, Page 2

Grievant: _____

Written answer of the College President if no settlement is reached:

Signature of
President: _____

Date: _____ (must be within 5 working days after meeting unless
extension is mutually agreed upon and copy of agreement is attached)

Send copy to the Chancellor.

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Student Grievance Form
Step 4

Grievant: _____

Step 4: To the Chancellor

Date of Filing: _____ (must be within 5 working
days after receipt of President's answer in Step 3)

Decision of Designee or the Chancellor:

Signature of Designee or the Chancellor: _____

Date: _____

Century College
Student Grievance Form
Time Extension

Agreement on Extension of Time:

We, the undersigned, have agreed to extend the time limit for Step _____ of this grievance

by (name of grievant)_____

from_____to_____.

Signatures:

Date:
