

NORTH HENNEPIN COMMUNITY COLLEGE

Number: 3.8.1	Name: Student Complaints and Grievances Procedure
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Effective Date: December 5, 2011	Next Review Date: 2016-2017 Academic Year
Regulatory Authority: <ul style="list-style-type: none">• MnSCU Board Procedure 3.8.1 http://www.mnscu.edu/board/policy/308.1html	

Part 1. Informal Complaint Procedure.

A student may discuss or submit a complaint directly with college employee(s) whose actions give rise to the complaint and/or with the supervisor to whom the employee(s) report(s) in order to clarify and/or resolve the complaint.

Unless a complaint involves the application of a college or board policy or procedure, and a grievance is initiated, a complaint may not be carried any further than this level.

Part 2. Grievances.

Subpart A. Grievance Procedure.

If there is no resolution through the complaint procedure and the complaint involves the application of a college or MnSCU board policy or procedure, a student may initiate a written grievance. The written grievance must be submitted to the administrator who oversees the employee(s) and/or office giving rise to the grievance and must include:

- Summary of the incident/violation/grievance,
- Facts of the incident upon which the grievance is based, and
- Steps taken toward resolution and the nature of the resolution that is requested.

The administrator shall:

- Seek information from all parties involved in the grievance.
- At the conclusion of the grievance, provide a written response to the student(s) who initiated the grievance and to the employee(s) who were grieved. Included in the response shall be information on the right to and the process for a grievance appeal.

Subpart B. Grievance Appeals.

A student has the right to appeal a grievance decision through the following steps:

Step 1: For matters pertaining to academics the student may appeal to the Chief Academic Officer; for matters pertaining to student affairs the student may appeal to the Chief Student Affairs Officer; for matters pertaining to finance or facilities the student may appeal to the Chief Finance and Facilities Officer.

Step 2: If the appeal is not resolved at the first step and the grievance involves a college rule or regulation, the student may appeal to the President. The decision of the President is final and binding.

Step 3: If the grievance involves a MnSCU Board policy, the actions of the College President, an issue of institutional or program quality such as an institution's compliance with the standards of an accrediting or licensing agency, or a consumer fraud or deceptive trade practice, the student may further appeal the college decision to the Chancellor. The decision of the Chancellor is final and binding.

Subpart C. Grievance Time Frames.

The initial grievance, and each step thereafter, must be conducted within the time frames established below. A grievance submitted outside of the established time frame may not be considered.

- The initial grievance must be submitted within 20 business days after the initial event giving rise to the grievance.
- Lack of awareness on part of the student of posted policies, procedures or deadlines shall not be considered a reason for a complaint or grievance.
- Each subsequent step thereafter (college response and/or appeal) must be conducted within a 10-business day time frame per step. If the College is unable to respond within 10 business days, the grievant shall be provided a notice of extension, which shall include a reasonable future response date.
- If the college fails to provide a response or a notice of extension within 10 business days, the grievant may proceed to the next level. If the grievant fails to appeal within 10 business days, the grievance shall be considered resolved.

Part 3. Assistance with Complaints and Grievances Procedure (optional).

Although a complaint or grievance may be filed without assistance, the College provides assistance to students seeking resolution of a student complaint or grievance. The principal aim of such assistance is to clarify the complaint and grievance procedure, provide referral assistance in filing a complaint or grievance, and provide resolution tips and strategies to all parties. Such assistance may be obtained from an advisor in the Advising Center in the Educational Services (ES) building.

Part 4. Retaliation Prohibited. No retaliation of any kind shall be taken against a student for participating in or refusing to participate, in a grievance. Retaliation may be subject to action under appropriate student or employee policies.

Part 5. Recordkeeping.

The College respondent shall submit a copy of any written complaint or grievance to the Chief Student Affairs Officer for recordkeeping. These records shall be periodically reviewed to determine trends or patterns that would be addressed as part of the Quality Improvement Process.

Review Action	Date(s)
Campus Community Review Period	N/A
Shared Governance Council Review	9/23/11, 10/28/11
Labor/Management Meetings Review	N/A
Student Senate Review	10/13/11
President Approval	12/5/11
Campus Community Dissemination	12/23/11

History

North Hennepin Community College

Student Complaint and/or Grievance Form

- A **complaint** is an allegation of improper, unfair, or arbitrary treatment by an employee. A complaint may be discussed/submitted with the employee(s) giving rise to the complaint and/or to the supervisor to whom the employee reports, but may be carried no further. A complaint may be submitted verbally, but is recommended to be submitted in writing.
- A **grievance** is a written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a College or Board policy or procedure. A written grievance must be submitted within 20 business days of the incident giving rise to the grievance.

Student Name _____ Student ID or SSN _____

Street Address _____

City _____ State _____ Zip _____

Email Address _____ Phone _____

Complaint/grievance filed with _____

1. Describe the nature of the complaint/grievance. Be factual - include names, dates, locations, etc. Attach additional pages if necessary.

2. Describe the actions the student has taken to resolve the issue.

3. Identify the resolution/actions requested.

Signature _____ Date _____

***** College Use Only *****

College Response

College Signature _____ Date _____

Copy to 1) Student 2) Respondent 3) Chief Student Affairs Officer