NORTH HENNEPIN COMMUNITY COLLEGE

Number: 3.8	Name: Student Complaints and Grievances Policy
Author: Landon Pirius	Custodian: Chief Student Affairs Officer
Effective Date: December 5, 2011	Next Review Date: 2016-2017 Academic Year
Regulatory Authority: • MnSCU Board Policy 3.8 http://w	ww.mnscu.edu/board/policy/308.html

Part 1. Policy Statement.

In accordance with MnSCU Board Policy 3.8, a student has the right to seek remedy for a dispute or disagreement through a complaint or grievance procedure. The Student Complaints and Grievance Procedure is not a substitute for grievance procedures specified in college or system policies or procedures that include an appeal or grievance process, such as an academic grade appeal or a discrimination or harassment complaint.

Part 2. Definitions.

Subpart A. Complaint.

A verbal or written claim concerning a college issue alleging improper, unfair, or arbitrary treatment.

Subpart B. Grievance.

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.

Subpart C. Retaliation.

Retribution taken against a student for participating or not participating in a complaint or grievance. Retaliation of any kind is prohibited.

Subpart D. Student.

An individual or group of individuals enrolled in the college.

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

History