



North Hennepin Community College

Policy Information

Number: 3.8

Name: Student Complaints and Grievances Policy

Effective Date: May 13, 2022

Next Review Date: AY 2026–2027

Regulatory Authority

- [MinnState Board Policy 3.8](#)

Part 1. Policy Background.

In accordance with MinnState Board Policy 3.8, students have the right to learn. If a situation on campus is preventing students from learning, they have the right to complain. The Student Complaints and Grievance Procedure is used in cases that are not related to discrimination or final course grade appeal. Students may bring their complaints directly to the employee, the employee's supervisor, or through the NHCC Website Student Conduct and Conflict Resolution form.

Part 2. Definitions.

Subpart A. Complaint.

A verbal or written statement claiming that a student has been treated unfairly or arbitrarily by a college employee.

Subpart B. Grievance.

A written statement claiming that a student has been treated improperly, unfairly, or arbitrarily by an employee in violation of a board policy, system procedure, or NHCC 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.

Any person(s) enrolled in the college.

Part 4. Campus Review.

Review Action	Date(s)
Diversity, Equity, and Inclusion Committee Review:	4/25/2022—4/29/2022
Campus Community Review Period:	3/7/2022—3/23/2022
AFSCME Review:	4/1/2022—4/29/2022
MAPE Review:	4/1/2022—4/29/2022
MMA Review:	4/1/2022—4/29/2022
Shared Governance Council Review:	4/15/2022
Student Senate Review:	4/21/2022
President Rolando Garcia Approval:	5/13/2022
Campus Community Dissemination:	5/23/2022

History

- Reviewed and updated Fall 2011, Signed by President 12/5/2011
- Reviewed Fall 2020 with minor language changes to embrace an equity focus; tabled 11/10/2020 to revisit Spring 2021 to better address racial inequities
- Reviewed Fall 2021—Spring 2022 to increase clarity around how this policy interacts with other appeals