

## **STUDENT COMPLAINTS**

### **PURPOSE**

The purpose of this policy is to secure at the first possible level prompt and equitable resolution of student complaints.

### **EXCEPTIONS**

This policy shall not apply to:

1. Complaints alleging discrimination or harassment based on race, color, gender, national origin, disability, or religion. [See FDE]
2. Complaints concerning retaliation relating to discrimination and harassment. [See FDE]
3. Complaints concerning disciplinary decisions. [See FMA]
4. Complaints concerning a commissioned peace officer who is an employee of the College District. [See CHA]

### **REPRESENTATION**

The student may be represented at any level of the complaint.

If the complaint involves a problem with an instructor, the student shall discuss the matter with the instructor before requesting a conference with the department chairman at Level One.

### **LEVEL ONE**

A student who has a complaint shall request a conference with the department chairman or counselor as appropriate, who shall schedule and hold a conference with the student.

### **LEVEL TWO**

If the outcome of the conference with the department chairman or counselor is not to the student's satisfaction, the student has ten workdays to request a conference with the dean of instruction or dean of student services, as appropriate, or designee(s), who shall schedule and hold a conference. Prior to or at the conference, the student shall submit a written complaint that includes a statement of the complaint and any evidence in its support, the solution sought, the student's signature, and the date of the conference with the department chairman or counselor.

### **LEVEL THREE**

If the outcome of the conference with the dean is not to the student's satisfaction, the student has ten workdays to request a conference with the College President or designee, who shall schedule and hold a conference. Prior to or at the conference, the student shall submit the written statements required at Level Two and the date of the conference with the dean.

### **LEVEL FOUR**

If the outcome of the conference with the College President or de-signee is not to the student's satisfaction, the student may submit to the College President a written request to place the matter on the agenda.

The College President or designee shall inform the student of the date, time, and place of the meeting. The Board President shall establish a reasonable time limit for complaint presentations. The Board shall listen to the student's complaint and take whatever action it deems appropriate.

The Board's consideration shall be based on the complaint records developed at the administrative reviews and no new evidence shall be received by the Board. Each side shall be entitled to make oral arguments based on the complaint record within the time restrictions established by the Board.

**CLOSED MEETING**

If the complaint involves complaints or charges about an employee, it shall be heard by the Board in closed meeting unless the employee complained about requests it to be public.