

Non-Grade Related Student Complaint and Academic Grievance Policy and Procedures

The purpose of the Student Complaint and Academic Grievance Policy is to provide a process for students and the College to address student concerns that are not related to grades, Discrimination, Harassment, Sexual Harassment, and Accommodation Complaints. Those grievances are addressed in either the Grade Appeal Process or the Civil Rights and Sexual Misconduct Policy Report and Response Procedure.

Student Grievances should be initiated in a timely manner during the semester the grievance occurred, but no later than 10 days after the beginning of the next semester.

If the student complaint is academic in nature but not grade related: for example, complaints about instructors, staff, courses or requirements the following steps must be taken:

- a. **Formal Process Step One:** Student complaints not resolved between the student and faculty/staff/administrator or other people concerned must be submitted in writing to the appropriate dean using the *Butler County Community College Student Grievance* form. The Dean may consult with the faculty member or other people concerned before giving the student a written judgment on the appeal or may advise the student on alternate strategies in resolving the situation.
- b. **Formal Process Step Two:** Complaints not resolved between the Dean and the student must be submitted in writing to the Vice President for Academic Affairs (VPAA). The VPAA will conduct an appropriate investigation that may include meeting with the student, faculty member, other people concerned and dean. The VPAA will respond in writing, preferably within seven days. The written response will become part of the student's record.
- c. **Formal Process Step Three:** The decision of the VPAA shall be final unless within five school days after receipt of the decision, the student files a letter with the President.
- d. **Formal Process Step Four:** The President will review the matter to ensure the process and documentation was followed and render a decision.

If you have any questions in regard to how to complete this form or require assistance, please contact the Vice President for Academic Affairs office at 724-287-8711, Ext. 8262