

STUDENT GRIEVANCE POLICY and PROCEDURES

A. Policy

Any Garrett College student who believes that (s)he has been harmed by a decision/action of an academic or non-academic nature as the result of an inappropriate act(s) by an employee(s) of Garrett College is entitled to file a complaint. Actions affecting a student's final grade should be filed through the Final Grade Appeal Process as outlined in the *Garrett College Catalog* available on the *Garrett College website* at www.garrettcollege.edu/academics. All other complaints are considered as Professional Misconduct Complaints.

B. Complaint and Appeal Procedures

1. Final Grade Appeal Process

Refer to the *Garrett College Catalog* available on the *Garrett College website* at www.garrettcollege.edu/academics for complete details regarding the final grade appeal process

2. Professional Misconduct Complaints

Garrett College encourages all parties to direct their efforts towards resolving any issue(s) at an informal level. For this reason, completion of an informal process to find resolution is required before a formal process may be initiated.

Filing and Resolution of Complaints of Professional Misconduct

- a. **Informal Complaint:** The first action in the case of all complaints of Professional Misconduct should be an informal meeting to seek resolution. Informal complaints may not result in personnel actions.

If the matter concerns the conduct of an instructor in a particular course, the student should schedule a meeting with the instructor to discuss the issue. If no resolution results or additional contact with the respondent(s) would be non-productive or cause a harmful escalation, the student should file a Formal Complaint.

If the matter concerns the conduct of non-academic personnel, the student is encouraged to speak directly with the respondent(s) involved. If no resolution results or additional contact with the respondent(s) would be non-productive or cause a harmful escalation, the student should file a Formal Complaint.

- b. **Formal Complaint:** Formal complaints may result in a recommendation for personnel action. If the recommendation includes a personnel action, the appeal process for the employee will be conducted as prescribed in the *Personnel Manual*.

Filing a Formal Complaint of Professional Misconduct

A formal complaint must be filed in writing. The written complaint must describe the improper act; the date(s) of occurrence; explain why the student believes the decision was unfair and/or explain the adverse effects on the student; and describe the precise relief sought by the student. The student may attach copies of any relevant documents. The student should also describe the informal efforts taken to date to resolve the matter.

Complaints that involve professional misconduct by an instructor should be submitted to the Program Director to whom the instructor reports.

All other complaints by students against College personnel should be filed with the Director of Student Life or designee.

Time Limits for Filing: A complaint should be filed within ten calendar days from when the adverse action/decision occurred or should reasonably have been discovered. A delay in filing a complaint may constitute grounds for rejection of the grievance, unless the timing of filing is governed by legal statute due to the nature of the complaint.

Review of the complaint

For complaints of professional misconduct against an instructor the relevant Program Director shall consider the complaint. The Program Director shall review the written complaint, all associated documentation, interview the parties, and recommend a remedy. Both parties will be notified in writing of the recommended remedy within fourteen business days of the filing of the complaint. If the remedy is agreeable to both parties, the matter will be considered resolved. If either party is not satisfied with remedy, the party may appeal the decision to the Vice President or Associate Vice President of Instruction. In the case of a recommendation involving a personnel action, the appeal process for the employee will be conducted as prescribed in the *Personnel Manual*.

For all other complaints of professional misconduct the Director of Student Life will consider the complaint. The Director of Student Life will recommend a remedy. If the remedy is agreeable to both parties, the matter will be considered to be resolved. Both parties will be notified in writing of the recommended remedy within fourteen business days of the filing of the complaint. If either party is not satisfied with the remedy, the party may appeal the decision to the Vice President or Associate Vice President of Instruction. In the case of a recommendation involving a personnel action, the appeal process for the employee will be conducted as prescribed in the *Personnel Manual*.

Appeal to the Vice President or Associate Vice President of Instruction

An appeal must be submitted in writing within ten business days of notification of the recommendation for remedy. The Dean will review the complaint and interview the parties involved. All relevant documentation will be forwarded to the Vice President or Associate Vice President of Instruction including the recommended remedy.

The Vice President or Associate Vice President of Instruction may uphold the recommended remedy or recommend a new resolution. Both parties will be notified of the recommendation within fourteen business days of the filing of the appeal. If the recommendation is agreeable to both

parties, the matter will be considered resolved. Either party may appeal the decision of the Vice President or Associate Vice President of Instruction to the President of the College. In the case of a recommendation involving a personnel action, the appeal process for the employee will be conducted as prescribed in the *Personnel Manual*.

Appeal to the President

An appeal must be submitted in writing to the President within ten business days of notification of the Vice President's or Associate Vice President of Instruction's recommendation. All relevant documentation will be forwarded to the President including the Vice President's or Associate Vice President of Instruction's recommendation. The President will review the documentation and may interview the parties involved.

The President may uphold the recommended remedy or recommend a new resolution. Both parties will be notified of the recommendation within fourteen business days of the filing of the appeal. If the determination includes a personnel action, the appeal process for the employee will be conducted as prescribed in the *Personnel Manual*. Otherwise, the determination of the President is considered to be final.