

POLICIES AND REGULATIONS

Policies that affect your academic career



POLICIES AND REGULATIONS

Informal Complaint Process

The College District encourages students to discuss their concerns through informal conferences with the appropriate instructor or other campus administrator.

Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level. If an informal conference regarding a complaint fails to reach the outcome requested by the student, the student may initiate the formal process described below by timely filing a written complaint.

This policy shall apply to all student complaints except as provided below.

Exceptions

This policy shall not apply to:

- ◁ Complaints for forced withdrawal from developmental courses in accordance with state law.
- ◁ Complaints alleging discrimination or harassment based on race, color, gender, national origin, disability or religion. [See FDE of the *Board Policy Manual*]
- ◁ Complaints concerning retaliation relating to discrimination and harassment. [See FDE of the *Board Policy Manual*]
- ◁ Complaints concerning a commissioned peace officer who is an employee of the College District. [See CHA of the *Board Policy Manual*]

Complaint forms and appeal notices may be filed by hand-delivery, by electronic communication, including e-mail and fax, or by U.S. Mail. Hand-delivered filings shall be timely filed if received by the appropriate administrator or designee by the close of business on the deadline. Filings submitted by electronic communication shall be timely filed if they are received by the close of business on the deadline, as indicated by the date/time shown on the electronic communication. Mail filings shall be timely filed if they are postmarked by U.S. Mail on or before the deadline and received by the appropriate administrator or designated representative no more than three days after the deadline.

At Levels One, Two, and Three "response" shall mean a written communication to the student from the appropriate administrator. Responses may be hand-delivered or sent by U.S. Mail to the student's mailing address of record or sent electronically. Mailed responses shall be timely if they are postmarked by U.S. Mail on or before the deadline.

"Days" shall mean College District business days. In calculating time lines under this policy, the day a document is filed is "day zero." The following day is "day one."

"Representative" shall mean any person or organization designated by the student to represent the student in the complaint process.

The student may designate a representative through written notice to the College District at any level of this process. If the student designates a representative with fewer than three days' notice to the College District before a scheduled conference or hearing, the College District may reschedule the conference or hearing to a later date, if desired, in order to include the College District's counsel. The College District may be represented by counsel at any level of the process.

Complaints arising out of an event or a series of related events shall be addressed in one complaint. A student shall not bring separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint.

All time limits shall be strictly followed unless modified by mutual written consent.

If a complaint form is not timely filed, the complaint may be dismissed, on written notice to the student, at any point during the process. The student may appeal the dismissal by seeking review in writing within three business days from the date of the written dismissal notice, starting at the level at which the complaint was dismissed. Such appeal shall be limited to the issue of timeliness.

Each party shall pay its own costs incurred in the course of the complaint.

Complaints under this policy shall be submitted in writing on a form provided by the College District.

Copies of any documents that support the complaint should be attached to the complaint form. If the student does not have copies of these documents, copies may be presented at the LEVEL ONE conference. After the LEVEL ONE conference, no new documents may be submitted by the student unless the student did not know the documents existed before the LEVEL ONE conference.

A complaint form that is incomplete in any material aspect may be dismissed, but may be re-filed with all the required information if the re-filing is within the designated time for filing a complaint.

Formal Complaint/Appeals Process

Level 1: File a Formal Complaint or Appeal with the Employee/Instructor

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LEVEL ONE

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