

F.4.7.1 (Procedure) Non-Academic Grievances

Responsible Department: Vice Chancellor for Student Success

Based on Board Policy: [F.4.7](#) – Non-Academic Grievance

Approved: 1-22-13

Last Amended: 1-22-13, 12-04-23

Reviewed: 2-22-16

Student Non-Academic Grievance Procedures

The Alamo Colleges acknowledge the possibility that incidents may occur outside the academic setting that might result in a student feeling he/she is the object of unjust treatment by a college official. This concern could include misconduct or a condition the student believes to be unfair, inequitable, discriminatory, or a hindrance to the student's educational progress. This policy does not apply to decisions regarding financial aid eligibility, student disciplinary actions, or those pertaining to academic matters.

Students are encouraged to use the Non-Academic Grievance Procedure only where there is clear and convincing evidence that a college official has treated the student unfairly through forms of discrimination, abuse and/or harassment. Prior to initiating a formal grievance, the student should make a reasonable effort to resolve the problem with the person, or supervisor of the program, against whom the complaint is being made. This should occur as soon as possible following the protested circumstance.

All grievances beyond the level of deans and directors will be channeled to the next higher-level administrator. A complete record of the grievance will be forwarded to the next higher-level administrator. After hearing both sides and the record is reviewed, a decision will be rendered affirming or denying the grievance. To affirm a student grievance there must be adequate cause.

In grievances alleging sexual harassment, students are to follow the procedure outlined under Policy H.1.2.1 Civil Rights Complaints and Resolution Procedure.

If the complaint is not resolved to the student's satisfaction, the following Student Non-Academic Grievance procedure can be initiated using the Non-Academic Grievance Form.

A. Definition of Terms

1. **"College Official"** is a faculty member, staff member or administrator employed by the Alamo Community College District.
2. **"Direct Supervisor"** is the person to whom the college official reports.
3. **"Convincing Evidence"** means undisputed proof of such alleged behaviors.
4. **"Adequate Cause"** means clear and objective evidence in support of the student's position.

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5. **“Grievance”**: A claim that a student has been the subject of an unjust action or has been denied his/her rights by an employee of the College.
6. **“Appeal”**: An action taken to request a review of and possible change to the recommended resolution of the grievance.
7. **“Working days”**: Weekdays (Monday through Friday excluding holidays).

B. Procedures

1. Within 5 working days of the final informal attempt at resolution, a signed and dated written complaint should be made by submitting the Student Non-Academic Grievance Form to the immediate supervisor of the person or program against whom the complaint is being made.

All grievances must include the following:

- A. Student’s name and contact information, including day-time phone number, mailing address, and email address.
 - B. A full description of the grievance, providing relevant dates of events and including the names of all parties involved
 - C. A statement describing attempt(s) to resolve the issue informally
 - D. The proposed resolution, relief or action sought
2. Upon receipt of the written grievance, the supervisor will review the document and meet with any or all of the parties cited in the grievance. The supervisor will render a decision within 10 working days.
 3. If either the student or college official is not satisfied with the decision and wishes to appeal, he/she must do so by submitting a written appeal to the second level supervisor within 5 working days. In addition to a copy of the original grievance and supervisor’s decision, the student or employee must provide a brief statement justifying the appeal. Upon receipt of the written appeal, the second level supervisor will review all

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documentation and meet with all parties involved. The second level supervisor will affirm or deny the grievance within 10 working days.

4. If either the student or college official is dissatisfied with the decision of the second level supervisor, he/she has 10 working days to request the decision be reviewed by the Vice President for Student Success or designee. In addition to a copy of all information provided to the second level supervisor, the student or college official must provide a brief statement justifying the additional appeal.
5. The decision of the Vice President for Student Success is final.

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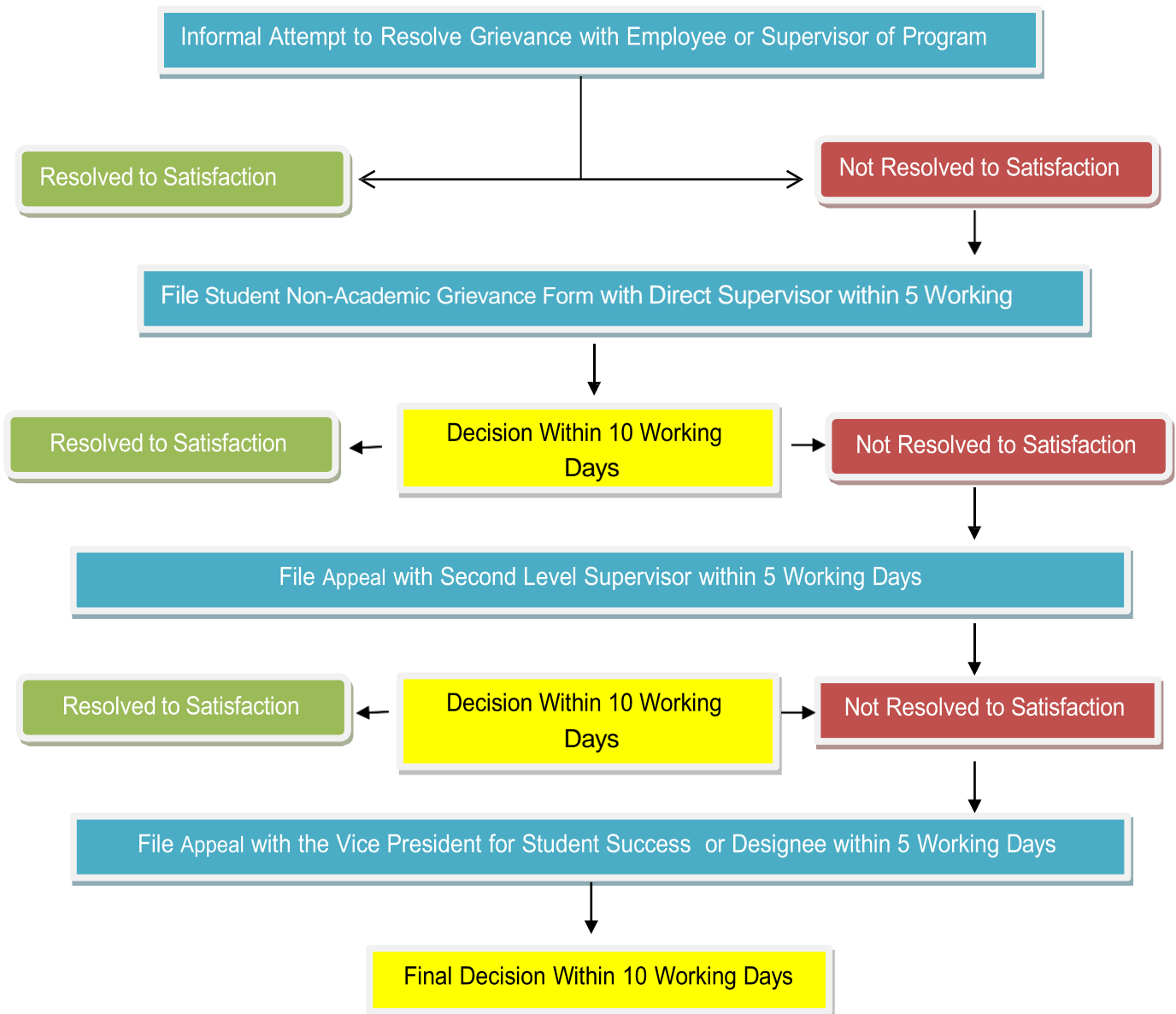
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NON-ACADEMIC STUDENT GRIEVANCE PROCEDURE



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ALAMO COLLEGES

NON-ACADEMIC STUDENT GRIEVANCE FORM

Student Name:

Date:

Date of Birth:

Banner ID:

Email Address:

Phone:

Address:

College Official Name:

Department:

Date of Incident:

Brief description of incident being grieved:

Use additional sheet, if needed.

Date of Direct Supervisor Meeting with Student and College Official: _____

Result of meeting of Supervisor with College Official and Student.

Grievance: _____ Resolved _____ Unresolved

Student Signature: _____

Date: _____

College Official Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

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NON-ACADEMIC STUDENT GRIEVANCE APPEAL

If the student or college official is not satisfied with the supervisor’s decision, he or she may appeal to the second level supervisor of the college official. A complete record of the grievance will be forwarded to the second level supervisor. The second level supervisor will meet with the student and the college official and review the record. The second level supervisor will affirm or deny the grievance. Any further dispositions beyond this level will follow the same protocol.

Date of Supervisor Conference with Student and College Official: _____

ACTION BY THE SECOND LEVEL SUPERVISOR

Grievance: _____ Resolved _____ Unresolved

Second Level Supervisor Signature: _____ Date: _____

STUDENT: I _____ Accept _____ Reject the decision of the Supervisor.

Student Signature: _____ Date: _____

COLLEGE OFFICIAL I _____ Accept _____ Reject the decision of the Supervisor.

College Official Signature: _____ Date: _____

ACTION BY VICE PRESIDENT FOR STUDENT SUCCESS

Vice President Signature: _____ Date: _____