

## **Grievance Procedure**

Proper chain of command should be followed.

Campus issues: Instructor – Program Director – Chairperson – Dean

Clinical issues: Onsite Clinical Instructor - SPC Clinical Instructor – Clinical Coordinator-  
Program Director –Chairperson-Dean

### **ACADEMIC GRIEVANCE**

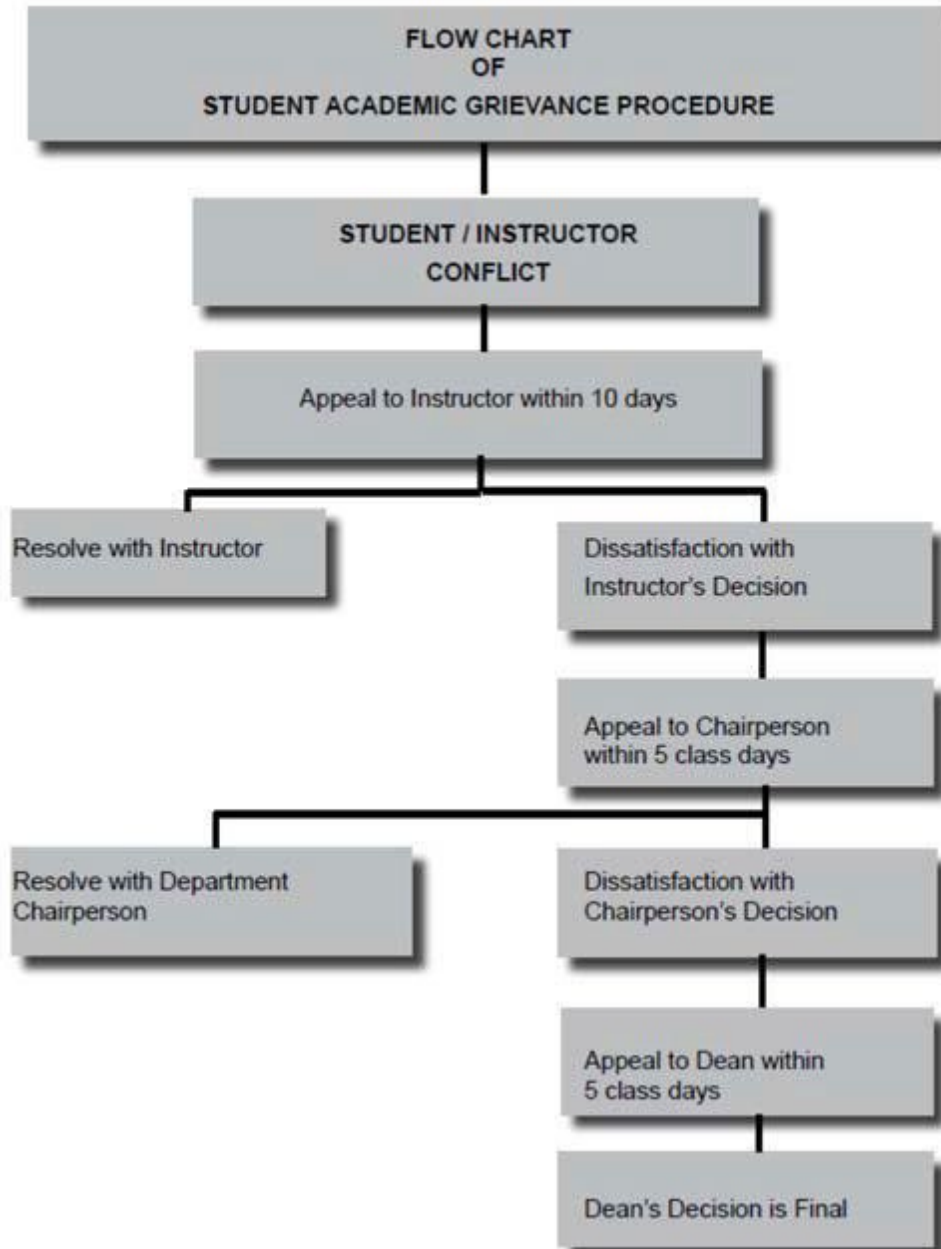
Faculty are responsible for classroom management, teaching strategies, testing, and evaluation of student performance. At academic institutions, conflicts may develop within the educational process that requires academic intervention using the Academic Grievance process. When student grievances cannot be resolved through information interaction with a faculty member or chair/coordinator, students are directed to use the Academic Grievance process only when there is clear and convincing evidence that a faculty member has treated the student unfairly. The Academic Grievance procedure allows for unresolved complaints to continue moving from student to instructor, to division chair, to dean until consensus is reached or a final decision affirming or denying the grievance is made by the appropriate dean.

#### **Academic Grievance Process**

- 1.** If a situation occurs in which a student believes that he or she has been treated unfairly by an instructor, the student should schedule a conference with the instructor in an attempt to resolve the problem within 10 days of the incident.
  
- 2.** An Academic Grievance should be completed to document the incident. An Academic Grievance submitted online will be received in the Office of the Vice President for Academic Success. VPAS staff will review the grievance and forward it to the department chair to ensure grievance procedures are followed. Appendix G
  
- 3.** If, after a conference with the instructor, the student believes that the matter is unresolved, he or she may consult with the department chairperson within 5 days of the student's conference with the instructor.
  
- 4.** The chairperson will individually and separately hear the grievance from the student and the instructor. After hearing both sides, the chairperson may request that the student and the instructor meet the chairperson in order to reach an acceptable solution.
  
- 5.** If an agreement is not reached, the chairperson will affirm or deny the grievance within 5 days. If the decision is to affirm the instructor's position, the student may then appeal to the dean. If the decision is to affirm the student's grievance and to recommend that the instructor reverse his or her decision, the chairperson must meet with the instructor and provide a written explanation. To affirm a student grievance, the chairperson must have adequate cause.

6. If either the student or the instructor is not satisfied with the chairperson's decision, he or she may appeal to the appropriate academic dean within 5 days of the chairperson's decision. A complete record will be forwarded to the dean by the chairperson. The dean and the chairperson will meet with the student and the instructor. After hearing both sides and reviewing

The chart below outlines the specific academic grievance process.



## **NON-ACADEMIC GRIEVANCE POLICY**

The Alamo Colleges Districts 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.

The Non-Academic Grievance Policy provides a remedy for students who believe they have been the object of unjust treatment by a St. Philip's College employee. 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.