



Title:	Grievance Policy and Procedures for Students
Effective Date:	4/13/18
Last Revision Date:	N/A
Cancellation:	
Office:	Student Affairs

Grievance Policy and Procedures for Students

Student grievance, as used in this policy, refers to non-academic and non-financial complaints of students against employees of Northshore Technical Community College. It does not include grade appeals, academic status appeals, admission appeals, student discipline appeals, financial aid appeals, refund appeals, and all other matters that are within the jurisdiction of other committees of the institution.

The procedures contained in this policy are to be followed for all complaints and/or grievances, as defined above, which are filed against employees of the college. NTCC is committed to affording all students, including distance education students, the opportunity for accessibility and due process during the student grievance process. To ensure this, at each step of the process an available distance option will be provided when necessary, i.e. video conferencing for hearings involving online students.

Purpose

To publish NTCC's policy for affording students a process for addressing non-academic and non-financial grievances that students might have against employees of the College.

Definitions

A. Grievance

Grievance, as used in this policy, refers to non-academic and non-financial complaints of students against employees of NTCC. It does NOT include: grade appeals, academic status appeals, admission appeals, student discipline appeals, financial aid appeals, refund appeals, traffic citation appeals, or any other matters that are within the jurisdiction of other committees of the institution.

B. Complainant

Complainant refers to the student making a complaint or filing a grievance.

C. Respondent



Respondent refers to the employee against whom a complaint or grievance has been filed.

Mediation Procedures

A. General Provisions

Unless the respondent is a faculty member in whose class the student is currently enrolled, a student who wishes to make a complaint under these procedures, must within ten (10) days of the alleged event either: (1) request an appointment with the Campus Dean (or designee) or (2) compose a Written Student Complaint and submit it to the Campus Dean (or designee).

Within five (5) days of the student requesting an appointment or the Campus Dean (or designee) receiving a Written Student Complaint, the Campus Dean (or designee) meets with the complainant to discuss the alleged incident. If in the opinion of the Campus Dean (or designee) no violation of college policy has occurred, the Campus Dean (or designee) so informs the student and makes a written record of the discussion he/she had with the complainant. The complainant may accept the decision of the Campus Dean (or designee) or file a formal grievance using the procedures outlined in Section 5.

If the Campus Dean (or designee) finds that a violation of college policy might have occurred, the Campus Dean (or designee):

1. offers to:

- hold a Mediation Conference during which the complainant has an opportunity to discuss his/her complaint with the respondent, the respondent's supervisor, and the Campus Dean (or designee). [The Campus Dean (or designee) may serve as both the supervisor and mediator.]; or
- investigate the alleged incident and provide feedback to the complainant without holding a mediation conference;

2. if the incident is deemed to be a potentially serious violation of college policy, informs the complainant that she/he has the option of filing a formal grievance following procedures outlined in Section 5.

B. Mediation Conference

A Mediation Conference provides an opportunity for the complainant, respondent, respondent's supervisor, and Campus Dean (or designee) to discuss and attempt to resolve the alleged incident without a Grievance Hearing. When the Campus Dean (or designee) has found that a violation might have occurred, and the respondent has accepted the offer of a Mediation Conference, the Campus Dean (or designee) establishes a day, time, and location for the conference. He/she notifies, in writing, the complainant, respondent, and respondent's supervisor of the day, time, and location of the conference. In addition, the Campus Dean (or designee) provides the respondent and her/his supervisor with a copy of the Student's written complaint, completed by the complainant, five (5) days prior to the Mediation Conference.



If the respondent chooses not to attend the Mediation Conference, the Campus (or designee), the Campus Dean (or designee) informs the complainant that she/he has the option of filing a formal grievance following procedures outlined in Section 5.

If the respondent chooses to attend the Mediation Conference and chooses to respond in writing, the respondent uses Response to Student Grievance Form. If the respondent chooses to attend the Mediation Conference, and the complaint is resolved to the satisfaction of the complainant, the Campus Dean (or designee) documents the outcome and forwards all documentation to the Associate Provost of Student Affairs to be filed.

If during the Mediation Conference, the complaint cannot be resolved to the satisfaction of the complainant, the Campus (or designee) informs the complainant that he/she has the option of filing a formal grievance following the procedures outlined in Section 5.

C. Mediation without a Conference

The Campus Dean (or designee) follows the same procedures (and corresponding time line) as outlined above for a Mediation Conference, but will not hold a face-to-face conference between the complainant and respondent. In these situations, the complainant must provide a Written Student Complaint and the respondent is strongly encouraged to respond to the complaint in writing. If the complaint cannot be resolved to the satisfaction of the complainant, the Campus Dean (or designee) informs the complainant that she/he has the option of filing a formal grievance following procedures outlined in Section 5.

5. Grievances

A. Referral to Student Grievance Committee

If under Section 4 preceding:

1. the Campus Dean (or designee) has found that a serious violation of college policy might have occurred;
2. or if the complainant has chosen to bypass mediation;
3. or if the respondent has chosen not to attend a scheduled mediation conference; or
4. or if a complainant is not satisfied with the outcome of a mediation conference;
5. and if the complainant has completed and returned a Student Grievance Form within five (5) days of 1 through 4 above to the Campus Dean;

then the grievance is referred to the Associate Provost of Student Affairs to be submitted to the Grievance Committee.



Policy & Procedure No. SA-005 Northshore Technical Community College

Before forwarding the Student Grievance Form to the Student Grievance Committee, the Associate Provost of Student Affairs attempts to gather any information relevant to the alleged violation of college policy. Together with the Written Student Complaint (if any) and the Student Grievance Form, the Associate Provost of Student Affairs forwards this information to the committee. This information might include:

- a. notes from interviews the Campus Dean (or designee) conducted with the complainant, respondent, respondent's supervisor, or witnesses (if any);
- b. notes from any mediation conference conducted as described in Section 4B.
- c. a brief summary of other complaints, grievances or incidents, on file, found to have merit*, against the respondent (if any);
- d. a brief summary of any on-file administrative charges of similar behavior, found to have merit*, against the respondent (if any);
- e. if the respondent chooses to provide it, his/her written response on the Response to Student Grievance, and any accompanying documentation.

*Note: Only complaints, grievances, incidents, charges that were (at the time of the incident or submission of Written Student Complaint) discussed by the respondent's supervisor or Campus Dean (or designee) with the respondent and which were either acknowledged to have happened by the respondent or found to have occurred through the grievance process may be given to the committee.

B. Hearing

1. Location. All hearings are handled on the campus/site where the alleged violation occurred regardless of the home campus/site of the complainant(s) or respondent(s). Incidents occurring at NTCC sites where no full-time faculty/staff are housed are to be handled on the closest physical campus location.
2. Scheduling. The Associate Provost of Student Affairs along with the grievance committee schedules a hearing within ten (10) days of receiving the Student Grievance Form.
3. Notification. Immediately, the Associate Provost of Student Affairs, in writing, notifies the complainant, respondent, respondent's supervisor and the Campus Dean of the day, time, and location of the hearing.
4. Procedures. In order to protect the rights of all those who might appear before the grievance committee and to provide the respondent with a fair hearing, the following procedures are followed:
 - a. The complainant and respondent are provided written notice of the hearing at least 72 hours in advance;
 - b. All five appointed members of the committee must be present at the hearing; however, in the event an emergency prohibits the committee member from attending, the Associate Provost of



Student Affairs names a replacement.

- c. Except in cases of unavoidable emergency, if the complainant does not appear or does not request a postponement in advance, the grievance is nullified;
 - d. Except in cases of unavoidable emergency, if the respondent does not appear, the hearing will proceed;
 - e. The complainant and respondent are provided the opportunity to testify if they so desire;
 - f. The complainant and respondent are provided the opportunity to present the testimony, either in writing or orally, of any competent witnesses who have personal knowledge of the grievance;
 - g. In an advisory capacity only, the complainant and respondent are permitted to have a representative attend the hearing (The representative may not speak to or ask questions of any member of the committee or anyone appearing before it); and
 - h. Both the complainant and respondent (if they choose to attend the hearing) are permitted to be present during all testimony heard by the committee.
5. Findings. After hearing from all of those who appear and offer relevant testimony, the committee excuses all but its members and retires to consider the grievance. It makes a decision based on the relevant written and oral evidence presented. If the committee finds the grievance has merit, it recommends an appropriate punishment.

Within five (5) days of the hearing's conclusion, the chair of the committee provides, in writing, the Associate Provost of Student Affairs with the committee's findings and recommendations (if any).

The Associate Provost of Student Affairs, within five (5) days of receiving the committee's findings communicates, in writing, her/his disposition to all parties to the grievance and the committee members.

A copy of the committee's findings and Associate Provost of Student Affairs' ruling is filed in the Student Complaint/Grievance Files maintained by the Associate Provost of Student Affairs.

Appeals

The final appeal in grievance cases, at the college level, is to the Chancellor. If the complainant or respondent wishes to appeal the ruling of the Associate Provost of Student Affairs, the complainant or respondent must file his/her appeal, in writing, within five (5) days of being notified of the Associate Provost of Student Affairs' ruling.

Within five (5) days of receiving the appeal, the Chancellor notifies, in writing, all parties to the grievance, the committee members, and the Associate Provost of Student Affairs of her/his ruling on the appeal.



A copy of the Chancellor's ruling is filed in the Student Complaint/Grievance Files maintained by the Associate Provost of Student Affairs.

7. Composition of Student Grievance Committee

The Student Grievance Committee is responsible for making policy recommendations regarding student grievances, and for ensuring that consistency in interpretation of these guidelines is maintained at all hearings.

Each year the Vice Chancellor of Academic and Provost appoints the Student Grievance Committee, which consists of a pool of three faculty, two unclassified staff, and one student appointed from each of the following campuses/sites: Sullivan Campus, Florida Parishes Campus, Hammond Area Campus, Southeastern Instructional Service Center, and Lacombe Campus (a total of 10 committee members). The Chair is appointed by the Vice Chancellor of Academic and Provost and serves as a voting member of the committee.

For each hearing, the Associate Provost of Student Affairs appoints five members of the Committee, including the Chair, with two members from the campus/site where the alleged violation occurred. All five appointed members of the committee must be present at the hearing; however, in the event an emergency prohibits the committee member from attending, the Associate Provost of Student Affairs names a replacement.

A committee member may recuse himself/herself from a particular hearing if the committee member feels there might be a conflict of interest in the particular case. In the event a member recuses himself/herself, a replacement, for that hearing, is named by the Associate Provost of Student Affairs.

8. Sanctions

A. Student Sanctions

A student may be: required to sign/conform to a behavioral contract, placed on probation, suspended from the College, or expelled from the College.

1. Behavioral Contract. A Behavioral Contract is a written agreement which specifies the behavioral expectations that the student is required to follow. A behavioral contract may include, but is not limited to, periodic counseling with a specified staff member, performance of specified assignments, and abstaining from further occurrences of the type that gave to the complaint.

2. Probation. Probation is the loss of privileges, possible loss of employment in the case of students who are employed by the College, campus restrictions, or special restrictions under which a student may remain in college. A record of the proceedings which led to the sanction is kept on file in the Office of the Associate Provost of Student Affairs for a minimum of six (6) months and a maximum of three (3) years. Since probation does not become a part of the permanent record, it is not reported on the official academic transcript. However, if transfer forms require a listing of



disciplinary actions, it is reported.

3. Suspension. Suspension is separation from the College for either a specified period or an indefinite period of time. In either case, the student who wishes to return must apply for readmission, and if the student is accepted, he/she may return with either full or curtailed privileges. Since the student must reapply, a record of the suspension is kept in the student's official file in the Registrar's Office and on the applicant file in the Admissions Office until such time the student is readmitted. When the student is readmitted, the record is kept for a maximum of three (3) years. The notation, Disciplinary Suspension, is placed on the student's official academic transcript. This notation is removed after the suspension has expired. However, if transfer forms require a listing of disciplinary action, it is reported.

4. Expulsion. Expulsion is permanent dismissal from the College without the privilege of readmission. Expulsion may include the revocation of any or all academic credits earned at the College. Expulsion becomes a permanent part of a student's official academic transcript. Records of the proceedings resulting in expulsion remain permanently on file in the Office of the Associate Provost of Student Affairs.

B. Employee Sanctions

If sanctions are warranted, the Associate Provost of Student Affairs forwards his/her recommendation to the Director of Human Resources and the appropriate Vice Chancellor within five (5) days. Among measures the Associate Provost of Student Affairs might recommend are:

- a written reprimand;
- suspension with pay;
- suspension without pay;
- demotion;
- removal of tenure; and/or
- termination.

If the final recommendation involves termination, revocation of tenure, or separation, additional due process procedures are required and initiated by the College HR department.

9. Timeline for Procedures

A. Mediation

1. Within ten (10) days of the alleged incident*, a student must either:
 - a. request an appointment with the Associate Provost of Student Affairs (or designee); or
 - b. complete a Written Student Complaint and provide that report to the Campus Dean (or designee).*



Policy & Procedure No. SA-005 Northshore Technical Community College

2. Within five (5) days of the student's requesting an appointment or filing a Written Student Complaint, the Campus Dean (or designee) meets with the complainant to discuss the alleged incident.

3. Within ten (10) days of meeting with the complainant, if the Campus Dean (or designee) has found that a violation of college policy might have occurred and the complainant accepts the offer of a mediation conference, the mediation conference will be scheduled.

4. At least five (5) days prior to holding a mediation conference, the Campus Dean (or designee) notifies, in writing, the complainant, respondent, and respondent's supervisor of the day, time, and location for the conference and provides the respondent and her/his supervisor with a copy of the Student Complaint, completed by the complainant.

* Note: If, at the time of the alleged incident, the respondent is a faculty member in whose class the student is enrolled, the complainant has until ten (10) days following the official end of that semester to provide a Written Student Complaint to the Campus Dean (or designee) or meet with the Campus Dean (or designee) to discuss the incident.

B. Grievance

1. If the complainant rejects mediation, the complainant must file a Student Grievance Form within five (5) days of meeting with the Campus Dean (or designee).

- If under Section 9A, the Campus Dean (or designee) has found that no violation of college policy has occurred and the complainant wishes to proceed with the grievance, the complainant must file a Student Grievance Form within five (5) days of the Campus Dean (or designee)'s finding.
- If a mediation conference is held and the respondent fails to appear, the complainant has five (5) days to file a Student Grievance Form.
- If a mediation conference is held and the complainant is not satisfied with the results of the mediation conference, the complainant has five (5) days to file a Student Grievance Form.
- Within five (5) days of receiving a Student Grievance Form, the Associate Provost of Student Affairs refers the grievance to the Student Grievance Committee.
- Within ten (10) days of receiving the Student Grievance Form and accompanying documents the Associate Provost of Student Affairs and Student Grievance Committee schedules a hearing.
- In writing, at least three (3) days in advance of the hearing, the Associate Provost of Student Affairs notifies the complainant, respondent, respondent's supervisor, and the Campus Dean of the day, time, and location of the hearing.
- Within five (5) days of the hearing's conclusion, the chair of the grievance committee notifies, in writing, the Associate Provost of Student Affairs, of the committee's findings and recommended punishment (if any).
- The Associate Provost of Student Affairs communicates, in writing, his/her disposition to all parties to the grievance, the committee members, and the Chancellor within five (5) days of receiving the committee's findings.



C. Appeal

1. If the complainant or respondent wishes to appeal the ruling of the Associate Provost of Student Affairs, the complainant or respondent must file his/her appeal, in writing, with the Chancellor within five (5) days of being notified of the Associate Provost of Student Affairs' ruling.
2. Within five (5) days of receiving the appeal, the Chancellor will notify, in writing, all parties to the grievance, the committee members, and the Associate Provost of Student Affairs of her/his ruling on the appeal.

Forms Referenced: [NTCC](#) Student Grievance Form
[NTCC](#) Response to Student Grievance Form

Review Process:

X	Reviewing Council/Entity	Review Date	Effective Date
X	Student Affairs Committee	2/15/18	4/13/18
X	College Leadership Committee	4/13/18	4/13/18
X	Chancellor	4/13/18	4/13/18

Distribution: Distributed Electronically via College's Internet



Student Grievance Process
NTCC Policy and Procedure SA-0005

