



ADMINISTRATIVE PROCEDURES

No. 534.1

MENDOCINO - LAKE COMMUNITY COLLEGE DISTRICT

STUDENT GRIEVANCE AND DUE PROCESS PROCEDURES

A. Grievance

1. **Definition.** A grievance is a complaint by a student involving the interpretation, application, or alleged violation of College policies and procedures. A grievance action may be initiated by a student against another student, an instructor, an administrator, or a member of the classified staff.
2. **Grounds for Grievances.** The following are grounds for grievances:
 - a. Interpretation, application, or violation of College rules, regulations, policies, and procedures.
 - b. Arbitrary administrative action.
 - c. Arbitrary or capricious decision in the academic evaluation of a student's performance.

B. Informal Stage

Before filing a formal written grievance, the student shall attempt to resolve the matter by means of an informal conference individually and in sequence with the following:

- Step 1: **Initial Level—**Meet and confer with the person with whom you have a grievance within ten (10) working days of the incident.
- Step 2: **Director/Coordinator/Dean Level—**If the grievance is not resolved in Step 1, you may then take the matter to the appropriate department or program Director/Coordinator or Dean, if there is no chairman, within 10 working days.
- Step 3: **Dean of Instruction or Dean of Student Services Level—**If the problem is not resolved at Step 2, you may appeal to the appropriate Dean within ten (10) working days. The Dean will render a decision in writing within ten (10) working days.

C. Formal Stage

If the student feels the matter has not been resolved by the informal conferences in Steps 1-3, the student may submit a signed written grievance within three (3) working days after Step 3 to the Vice President of Education and Student Services specifying the time, place and the specific college procedures that have been violated, a summary of the facts, and the requested action to be taken.

The Vice President of Education and Student Services may render a final decision or refer academically related grievances to the Academic Review Committee and non-academic grievances to the Student Appeals Committee. The respective committee will conduct a formal hearing within ten (10) days (except where the student specifically agrees in writing to a longer period). No committee member who was involved in any prior step should participate in the final committee deliberations. The committee will render a final decision and send it to the Vice President of Education and Student Services who will inform the grievant.

Adopted: May 6, 1992
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