

Related Board of Trustees Policy: BP 3.8

OPR: Vice President for Development

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STUDENT GRIEVANCES

The Student Grievances Procedure provides equitable and orderly processes to resolve grievances other than Title IX, grade, tuition, disability, or residency appeals by students at Craven Community College.

Action Steps:

Step 1: Recognizing that grievances should be raised and settled promptly, a grievance should be raised within ten business days following the event giving rise in the grievance. As the first step, the student should contact the college employee who would best be able to handle the grievance (e.g., the person with whom the student has a difference or dispute). Every reasonable effort should be made by all parties to resolve the matter informally at this level, and no written records of the matter will be placed on the student's official file.

Step 2: If the student is not satisfied with the disposition of the grievance at the first step, he/she may complete the Student Grievance Form, which may be located in the Panther Portal, to the immediate supervisor of the employee involved within five business days of receipt of the decision given in the first step. Within five business days of the supervisor's receipt of the written appeal from the student, he/she will notify the employee and notify the student of the time and place of a meeting to discuss the grievance. Such a meeting must be held no later than ten business days after receipt of the written appeal by the student. At this point, the college employee involved may respond in writing to the grievance.

Step 3: If the student is not satisfied with the disposition of his/her grievance by the supervisor of the employee involved, the student may request a hearing with the Associate Vice President for Students within five business days after receipt of the disposition of the grievance at the second step.

- If, in the Associate Vice President's discretion, the appeal and record of previous actions indicate an appeal is not warranted, the Associate Vice President will notify the student, employee, and supervisor of his/her decision within five business days after receipt of the appeal.
- If the Associate Vice President grants the appeal, the Associate Vice President may either hear the appeal himself/herself or appoint an ad hoc hearing committee. The Associate Vice President will notify the student, employee, and supervisor within five business days after receipt of the appeal as to whether the Associate Vice President or an ad hoc committee will hear the appeal. If the Associate Vice President hears the appeal himself/herself, the Associate Vice President will set a date for a meeting and notify the student of the time and location in which the meeting will take place, but the meeting will take place no later than ten business days after receipt of the written appeal by the student. The Associate Vice President will notify the student, employee, and supervisor of his/her decision within five business days after hearing the appeal.

- If, in his/her discretion, an ad hoc committee is desired, the Associate Vice President will appoint the ad hoc committee within five business days after receipt of the written appeal. The ad hoc committee will consist of five disinterested persons, including student representation, from the college. The Associate Vice President shall designate the chairperson of the committee. Within five business days after the ad hoc committee has been appointed by the Associate Vice President, the chairperson of the ad hoc committee will set a time and place for the hearing and will notify the student, the employee, and the employee's supervisor. The hearing will begin within ten business days after the ad hoc committee has been appointed. The ad hoc committee will reach its decision by simple majority vote and communicate its recommendation in writing to the Associate Vice President within five business days after the hearing is completed.

Within ten business days of the Associate Vice President's receipt of the recommendation from the ad hoc committee, the Associate Vice President will make his/her decision and notify the student, the employee involved, and the employee's supervisor of this decision. A copy of the appeal, the recommendation of the committee, and the decision of the Associate Vice President will be placed in the student's official file. The decision of the Associate Vice President is final.

Step 4: If the student is not satisfied with the disposition of his/her grievance by the college, the student may file an appeal with the Consumer Protection Division of the North Carolina Department of Justice. The State Attorney General's website is at: <http://www.ncdoj.gov/complaint>. North Carolinians may call 1-877-566-7226. Outside of North Carolina, students may call 919-716-6000.

To mail a complaint, the address is: Consumer Protection Division, Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001

Time Limitation for Grievances:

- Extension of Time: It is important that grievances be initiated and processed as rapidly as possible. Every effort will be made by all parties to expedite the process. The time limitations specified herein may be extended by written mutual agreement initiated by either party.
- Effect of failure to appeal within time limits: If there is no written mutual agreement to extend the time limit set herein, and if a decision at the first step is not appealed to the next step of the procedure within the specified time limit, the grievance will be deemed settled on the basis of the last decision rendered.
- Effect of failure to respond within the time limits: Failure at any level of the grievance procedure to initiate communication of a decision to the student within the specified time will permit the lodging of an appeal at the next step of the procedure within the time which would have been allotted had the decision been communicated on the final day.

Associated Form

- 3.8.1a. *Student Grievance Form*