



OKLAHOMA CITY COMMUNITY COLLEGE

**TITLE: NO. 5035 STUDENT COMPLAINT AND GRIEVANCE**

**1.0 CONDITIONS AND DEFINITION**

- 1.1 The purpose of the student complaint policy is to provide equitable and orderly processes to resolve complaints by students against College personnel.
- 1.2 A student complaint is defined as a difference or dispute between a student and a member of the College staff related to services rendered.
- 1.3 A student complaint may be raised to the level of grievance if both of the following conditions exist.
  - 1.3.1 The complaint is unresolved at the informal level, and
  - 1.3.2 The complaint involves an action that has been taken against a student by College personnel that misrepresents a policy or procedure.
- 1.4 The student complaint policy does not cover matters covered through other college policies and procedures, including, but not limited to: sexual misconduct, discrimination, academic suspension, final course grades, late withdraw, academic dishonesty, student conduct and appeal of tuition and fees, late charges and finance charges.

**2.0 INFORMAL STUDENT COMPLAINT RESOLUTION PROCESS STEP ONE**

- 2.1 The first step in the informal complaint resolution process is to directly contact the staff member with whom the student has a difference or dispute to arrange a mutually agreeable meeting time.
- 2.2 The staff member, as they deem appropriate, may request the student provide a written summary of the complaint at or before the arranged meeting. It is at the discretion of the staff member what specific information must be contained in the written materials.
- 2.3 If the complaint is not resolved during the first step in the informal complaint resolution process, the student may move to step two.
- 2.4 If the complaint is of a nature that it cannot be reasonably discussed or resolved directly with the staff member alone, the student may move immediately to step two in the complaint resolution informal process.

**3.0 INFORMAL STUDENT COMPLAINT RESOLUTION PROCESS STEP TWO**

- 3.1 The second step in the informal complaint resolution process is to directly contact the staff member's direct supervisor or their designated personnel.
- 3.2 If the student chose not to engage in the first step of the informal complaint resolution process, it is at the discretion of the staff member's supervisor whether to require the student complete the first step in the process before moving to step two.
- 3.3 The supervisor or their designee must contact the student and arrange a mutually agreeable meeting time upon receipt of the complaint.

- 3.4 The supervisor or designee may, as they deem appropriate, request the student provide a written summary of the complaint at or before the arranged meeting time. It is at the discretion of the supervisor as to what specific information must be contained in the written materials.
- 3.5 If the difference or dispute is not resolved at the informal level, and the complaint involves an action that has been taken against a student by College personnel that misrepresents a policy or procedure, the student may move to step three, the formal grievance process.
- 3.6 If the complaint does not meet both the above listed standards, the decision or resolution proposed by the supervisor will stand as the final decision on the difference or dispute.

#### 4.0 FORMAL GRIEVANCE PROCESS STEP THREE

- 4.1 To initiate a formal grievance, the student must submit a formal, written grievance within 5 business days after the informal resolution meeting with the staff member's supervisor or designee.
- 4.2 The formal, written grievance must include the following information.
  - 4.2.1 Student Name
  - 4.2.2 Student ID
  - 4.2.3 Student Contact Information (telephone, email, address)
  - 4.2.4 Dates and summaries of both step one and two in the informal student complaint resolution process.
  - 4.2.5 Summary of complaint, to include information regarding the specific policy or process it is believed the staff member violated.
  - 4.2.6 Supporting documentation as appropriate.
- 4.3 The student may seek assistance in completing the grievance form from the Director of Student Life or designee.
- 4.4 The formal grievance form is submitted to the Director of Student Life or designee.
- 4.5 The Director of Student Life or their designee will review the grievance materials and
  - 4.5.1 Determine that information provided meets the definition required to submit a formal grievance and forward the grievance materials to the President's Cabinet member to which the staff member reports within 5 business days of receipt of the grievance materials, or
  - 4.5.2 Determine that the information provided does not meet the definition required to submit a formal grievance and within 5 business days notify the student of the final decision regarding their grievance.
- 4.6 If determined that the information provided meets the definition required to submit a formal grievance, the President's Cabinet member or designee will review and investigate the grievance.
- 4.7 The President's Cabinet member will contact the student within 5 business days to arrange a formal meeting with the student. The meeting will be at a mutually agreeable time and date within normal business hours and within 10 days of contact with the student. At this time, it is at the President's Cabinet member's discretion to require additional information, documentation or specified supporting materials at or before the formal meeting with the student.

- 4.8 Within 5 business days following the formal meeting, the President's Cabinet member will send the student a written decision.
- 5.0 FORMAL GRIEVANCE PROCESS APPEAL STEP FOUR
- 5.1 The student may appeal the decision of the President's Cabinet member if one of two conditions is met.
- 5.1.1 There is a concern with due process procedures, or
  - 5.1.2 New information is provided that is substantively relevant to the grievance.
- 5.2 If one of the above conditions is met, the student may submit a grievance appeal to the Director of Student Life or their designee within 5 business days of the President's Cabinet member's decision being sent.
- 5.3 The written grievance appeal must contain the following.
- 5.3.1 Student Name
  - 5.3.2 Student ID
  - 5.3.3 Student Contact Information (telephone, email, address)
  - 5.3.4 Dates and summaries of both step one and two in the informal student complaint resolution process.
  - 5.3.5 Summary of complaint, to include information regarding the specific policy or process it is believed the staff member violated.
  - 5.3.6 Supporting documentation as appropriate.
  - 5.3.7 Specific information regarding questions of due process or clearly outlined new information that is substantively relevant to the grievance.
- 5.4 In collaboration with the Vice President for Enrollment and Student Services or their designee, the Director of Student Life will form an ad hoc committee to include two staff members, two faculty members and one student all with no previous knowledge of the grievance or complaint.
- 5.5 The Director of Student Life or designee will serve as a nonvoting chair of the committee. Their purpose is solely to facilitate the process.
- 5.6 The committee will be given the grievance materials within 5 business days of receipt of the grievance appeal and given 5 business days to review the materials and request additional information from the student.
- 5.7 The student will be contacted within 5 business days of the committee's review of the materials to schedule a formal appeal meeting. The meeting will be at a mutually agreeable time and date within normal business hours and within 10 days of contact with the student.
- 5.8 At the completion of the formal appeal meeting, the committee will have 5 days to deliberate and notify the Director of Student Life or their designee of the decision.
- 5.9 Within 5 business days following receipt of the decision, the Director of Student Life will send the student a written decision. This decision will stand as the final institutional decision.
- 6.0 ADDITIONAL INFORMATION
- 6.1 The burden of proof rests with the complaining party, the student. The Director of Student Life will serve as a contact to aid the student in clarifying and facilitating the complaint and grievance process.

- 6.2 In the event an extension of time is necessary or the rescheduling of a meeting is required on the part of College personnel, the student will be contacted and appropriate and timely arrangements made.
- 6.3 In the event the rescheduling of a meeting is required on the part of the student, the student must contact the appropriate individual in advance of the meeting. If the student does not contact the appropriate decision making individual in advance of the scheduled meeting, a decision will be made on the difference or dispute and no further steps in the process may be sought.
- 6.4 Oklahoma City Community College email will serve as the official form of communication throughout the process.
- 6.5 In the event that the Director of Student Life is directly involved in a dispute or difference, the Vice President for Enrollment and Student Services will designate an alternative authority to serve in their stead.

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