



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 faculty or 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 and grievance policy does not cover matters covered through other College policies and procedures, including, but not limited to: sexual misconduct (including, sexual harassment, sexual assault, and sexual exploitation), dating violence, domestic violence, stalking, discrimination, academic suspension, final course grades, late withdraw, academic dishonesty, student conduct (as specified with College policy 5076), and appeal of tuition and fees, late charges, and finance charges. Any submitted complaints that meet the criteria to be resolved under other College policies, such as policy 1012, policy 5076, or otherwise, shall be referred to the College official designed for the appropriate policy.

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. Direct contact may be established by one or more of the following options:
 - 2.1.1 Email;
 - 2.1.2 Office Phone;
 - 2.1.3 Scheduled Office Visit; or
 - 2.1.4 Scheduled Virtual Meeting
- 2.2 In order to properly prepare for a meeting with the faculty or staff member, the student should prepare a typewritten summary of the complaint no less than twenty-four (24) hours prior to the arranged meeting, regardless of the type of meeting. The typewritten summary should be provided by hand delivery or directly through email.

If a mutually agreed upon meeting date and time is arranged, the student may be accompanied by a support person or a procedural advisor. (The Procedural Advisor shall abide by the definition and guidelines as specified within the current Student Code of Conduct.)
- 2.3 If the complaint is not resolved during a discussion between the student and the faculty or staff member, the first step in the informal complaint resolution process, the student may move to step two (2).
- 2.4 If the complaint is of a nature that it cannot be reasonably discussed or resolved directly with the faculty or staff member, 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 faculty or 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 faculty or staff member's supervisor whether or not to require the student to 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 date and time upon receipt of the typewritten complaint.
- 3.4 In order to properly prepare for the meeting, the supervisor or designee may, as they deem appropriate, request the student provide a typewritten summary of the complaint no less than twenty-four (24) hours prior to the arranged meeting date and time. The typewritten summary should be provided by hand delivery or directly through email. The student may be accompanied by a support person or a procedural advisor during the mutually agreeable meeting time. (The Procedural Advisor shall abide by the definition and guidelines as specified within the current Student Code of Conduct.)
- 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 four (4), 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 the online formal, written grievance form within five (5) business days after the informal resolution meeting/attempt with the staff member's supervisor or designee. The formal grievance online form may be accessed [here](#).
- 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 (phone, email, and physical address)
 - 4.2.4 Dates and summaries of both step one and two in the informal student complaint resolution process or an explanation as to why those steps were bypassed
 - 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 their support person, advisor, and/or the Student Conflict Resolution Coordinator Student Conflict Resolutions Coordinator or designee.
- 4.4 The completed formal grievance form is submitted to the Student Conflict Resolutions Coordinator through an online form.
- 4.5 The Student Conflict Resolution Coordinator will review the grievance materials and
 - 4.5.1 Determine that information provided meets the criteria required to submit a formal grievance and forward the grievance materials to the office of the Executive Team



member to which the staff member reports within five (5) business days of receipt of the grievance materials, or

- 4.5.2 Determine that the information provided does not meet the criteria required to submit a formal grievance and within five (5) business days notify the student of the final decision regarding their grievance.
- 4.6 If determined that the information provided meets the criteria required to submit a formal grievance, the Executive Team member or designee will review and investigate the grievance.
- 4.7 The office of the Executive Team member will contact the student within five (5) business days, after receipt, to arrange a meeting with the student. The meeting will be at a mutually agreeable date and time within normal business hours and within ten (10) days of contact with the student. At this time, it is at the Executive Team member's discretion to require additional information, documentation or specified supporting materials at or before the formal meeting with the student. The burden of proof rests with the complaining party, the student, to demonstrate that the faculty or staff member has misrepresented and/or violated an OCCC policy or procedure.
- 4.8 Within five (5) business days following the meeting, the office of the Executive Team member will send the student a written decision and next steps, if any, via email to the student's OCCC student email account.
- 4.9 This decision will stand as the final institutional decision.
- 4.10 The Student Conflict Resolution Coordinator will serve as a contact to aid the student in clarifying and facilitating the complaint and grievance process.

5.0 ADDITIONAL CONTINGENCY INFORMATION

- 5.1 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 may be made.
- 5.2 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.
- 5.3 Oklahoma City Community College email will serve as the official form of communication throughout the process.
- 5.4 In the event that the Student Conflict Resolution Coordinator is directly involved in a dispute or difference, the Associate Vice President for Student Affairs will designate an alternative College faculty or staff member to serve in their stead.

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