

*Mountwest Administrative Procedure*

# Student Academic Grievance

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**RATIONALE:** The purpose of the grievance procedure is to provide students at the College access to due process for resolving any concerns relative to their student rights.

## 1. Initial Resolution Process

- (a) The student must first present his/her grievance to the individual against whom the grievance exists.
- (b) If there is a program level grievance policy in place, the student must follow this procedure in seeking resolution. If presentation to a Program Director is not applicable (e.g., a grievance filed against a non-program faculty member) then the grievance will be presented to the appropriate Chair.
- (c) If the grievance is not resolved at the program level and/or between the individuals involved, the student must notify all the concerned parties, in writing, that he or she is initiating the institutional grievance procedure (step 2 below). This action must be taken within 15 days of the original incident.

## 2. Initiation of Institutional Academic Grievance Procedure

**Step One** - If the grievance is not resolved initially, the student shall present in writing, the grievance to the appropriate Dean. If the grievance is directed against a Dean, the grievance shall be presented to that individual's supervisor. Notice of the institutional grievance must be given no later than 15 days of the original incident. Grievance notifications outside such time frames are subject to dismissal at the discretion of the Dean.

**Step Two** - Upon receipt of a formal grievance, the Dean shall hold a hearing, within 10 days of receiving written grievance and both the grievant and the individual against whom the grievance is directed will be given the opportunity to present and be heard. The Dean shall consider the merits of the grievance and either:

- 1) Dismiss the grievance at this point and provide the rationale for the decision in writing to all concerned parties within 10 days of the hearing, or
- 2) Refer the matter to the Vice President of Academic Affairs (VPAA) to convene a grievance committee.

**Step Three** - The VPAA will appoint a committee, within 10 days of receiving the Dean's referral, of neutral and objective individuals from the following representative groups: administrators, faculty members and students. The VPAA will designate a chair for the committee from among the appointees.

**Step Four** - Each committee member will receive a copy of the written grievance with the supporting statements and evidence. After receiving the written grievance, the committee chair will hold a hearing

within 10 days of receipt and both the grievant and the individual against whom the grievance is directed will be given the opportunity to present and be heard. The grievant may have one advisor at the hearing; however, the advisor may not speak during the meeting. The Committee Chair shall be responsible for informing the VPAA and appropriate Dean (or appropriate supervisor) of the committee's recommendation and the rationale for the findings, in writing within 10 days of the committee hearing.

**Step Five** - The VPAA shall then consider the committee recommendation and render a written ruling on the matter to the Dean (or appropriate supervisor). The Dean (or appropriate supervisor) shall inform both parties of the decision in writing by certified mail within 10 days of receipt of the committee recommendation. This notification concludes the grievance process.

**NOTE: The grievant may withdraw his/her grievance at any phase of the process provided that all concerned parties are notified in writing.**  
**In all instances "days" refers to working days.**

Effective date: 07/01/2013

Approved by: Dr. Keith Cotroneo, President



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