

Policy No. 2-86

Subject: Student Grievances

Last Revised: 07/11/2023

Historical Status: 02/2017

Division	Policy Manager	Administrative Supervisor	Reference
Instruction and Student Services	Dean of Student Services and Enrollment Management	Vice President of Instruction and Student Services	VCCS Policy Section 6.5.0.1

I. POLICY

It is the policy of Virginia Highlands Community College (VHCC) to develop and publish student grievance procedures.

II. PERTINENT INFORMATION

- A. Student grievance procedures must provide for equitable and orderly processes to resolve complaints made by students for alleged improper treatment.
- B. A grievance shall be raised within twenty (20) calendar days following either the event giving rise to the grievance or within twenty (20) calendar days of the time when the student reasonably should have gained knowledge of its occurrence.

III. DEFINITIONS

- A. Grievance: a written claim raised by a student alleging improper, unfair, arbitrary, or discriminatory action by an employee or a student involving the application of a specific provision of a College rule/regulation, a board policy, or a procedure.

IV. GENERAL GUIDELINES

- A. If a student wishes to file an official grievance, the student shall follow the process outlined in the VHCC Student Handbook.

V. DELEGATION OF AUTHORITY

- A. The College President has the authority and delegates to the Vice President of Instruction and Student Services the responsibility to establish procedures to meet the requirements of this policy.

APPENDIX

VI. RELATED STANDARDS, LEGAL CITATIONS, OR SUPPORTING DOCUMENTS

A. VCCS Policy 6.4.1

VII. OPERATING REQUIREMENTS

A. According to the VHCC Student Handbook, this procedure will apply to student grievances:

Step 1: A student who is experiencing dissatisfaction with any academic or administrative official, faculty member, or student concerning application of the provisions of the rules, policies, procedures, and regulations of the College must first attempt to resolve the issue informally by discussing the complaint with the person with whom the problem exists.

Step 2: If the issue cannot be resolved informally, the student may initiate a formal written grievance with the immediate supervisor of the person causing the grievance. The immediate supervisor may make a preliminary investigation to determine if the concerns can be resolved by mutual consent. If the issue cannot be resolved, the immediate supervisor will investigate and render a written decision within ten (10) calendar days.

Step 3: If the decision of the immediate supervisor is not satisfactory for the grievant, the student who initiated the appeal may file a written appeal within ten (10) calendar days with the Vice President of Instruction and Student Services. The Vice President will render a written decision within ten (10) calendar days.

Step 4: If the decision of the Vice President is not satisfactory for the grievant, the student who initiated the appeal may file a written request for appeal to the Student Affairs Committee within ten (10) calendar days; this appeal will be filed through the Vice President's Office.

Step 5: The Vice President of Instruction and Student Services will schedule a meeting of the Student Affairs Committee to occur not less than seven (7) calendar days nor more than fourteen (14) calendar days following the request for appeal. Written decisions will be given by the Student Affairs Committee no later than ten (10) calendar days following such hearings. A transcript of the meeting shall be prepared by the College; both parties shall have a right to a copy of the transcript of the proceedings at their own expense.

Step 6: Either party may appeal in writing the decision of the Student Affairs Committee to the President within ten (10) calendar days of the decision. The President of the College will review the case and make the final decision no later than ten (10) calendar days following the receipt of the appeal.

B. This information is supplied to students via email at the beginning of each term and also outlined in the VHCC Student Handbook.