

## STUDENT GRIEVANCE FORM AND PROCESS

This form IS FOR problems involving a student and a college employee. This form is NOT FOR a grade appeal, or allegation of harassment or discrimination.

### **Complaints and Grievances Procedure**

This procedure details the informal and formal process for resolving complaints and grievances involving a student and a college employee.

#### **Step A: Informal Process (complaint):**

- Complaint – An oral or written claim concerning a college issue brought by a student alleging improper, unfair, or arbitrary treatment.  
If a problem exists involving a student and a college employee, the student should seek to resolve the problem by discussing the situation with the college employee. The student is encouraged to put their concerns in writing, identify the issue, and identify possible options for resolution. Should questions about possible resolutions arise, it is recommended that the student consult with a Student Success staff member. The student is then encouraged to ask the employee to meet with them at a time when they can both provide the issue full attention. If the student is not comfortable speaking with the employee by themselves, they are encouraged to reach out to the supervisor of the employee for assistance in arranging and facilitating a conversation. If the student does not know who the supervisor is, they should contact the Student Success office. The student has the right to have a support person attend the meeting. If this does not resolve the issue, or this approach is not feasible in the particular situation, the student may refer the issue to the cabinet member who oversees the employee.

#### **Step B Formal Process (grievance):**

- Grievance – A written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a specific provision of a college rule, regulation, board policy, or system procedure.
- If the problem cannot be resolved through the informal process, the student may submit a grievance, in writing, to the cabinet member who oversees the employee. All grievances must be submitted in writing on the student grievance form, which is available online at [www.southeastmn.edu](http://www.southeastmn.edu) under the student forms tab or through the Student Success office. The student making the grievance should submit the completed grievance form to the cabinet member within 30 business days of the occurrence of the event on which the complaint is based. The cabinet member will review the complaint, meet with involved parties, and render a decision in the matter. The decision of the cabinet member is final, only with exceptions as described in part 3 of the policy.

#### **Cabinet members include:**

- College President
- Vice President of Student Success
- Vice President of Strategic Initiatives
- Vice President of Finance and Administration
- Director of Human Resources
- Director of Equity and Inclusion

**If at Step B, please write in the form below or type up your grievance including the following:**

Name of Student \_\_\_\_\_ Phone \_\_\_\_\_

Current Address \_\_\_\_\_

Date Submitted \_\_\_\_\_ Date Issue Occurred \_\_\_\_\_

What is the issue? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Relief Sought \_\_\_\_\_

Signature of Student \_\_\_\_\_ Date \_\_\_\_\_

**Policy Number: 112**  
**Title: Student Complaints and Grievances**

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**PURPOSE:** To ensure students have a process to resolve student complaints and grievances when no other designated complaint, grievance, or appeal process applies to the situation.

**PART 1. POLICY**

A student has the right to seek a remedy for a dispute or disagreement through a designated complaint or grievance procedure. The procedure must not substitute for other grievance procedures specific in board or college policies or procedures, regulations, or negotiated agreements.

This policy does not apply to academic grade disputes. Grade appeals must be handled under the academic policy of the college.

**PART 2. DEFINITIONS**

**For the purposes of policy 112 and procedure 112A the following definitions apply:**

**Appeal**

A request for reconsideration of a grievance decision under Policy 3.8 and Procedure 3.81.

**Complaint**

An oral or written claim concerning a college issue brought by a student alleging improper, unfair, or arbitrary treatment.

**Grievance**

A written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a specific provision of a college rule, regulation, board policy, or system procedure.

**Retaliation**

Retribution of any kind taken against a student for participating or not participating in a complaint or grievance.

## **Serious**

As used in this procedure, serious refers to situations.

## **Student**

An individual who is enrolled in a college, a group of such individuals or the campus student government.

## **PART 3. PROCEDURE**

The procedure details the informal and formal process for problems involving a student and college employee.

### **Step A Informal Process (complaint):**

- Complaint - An oral or written claim concerning a college issue brought by a student alleging improper, unfair, or arbitrary treatment.
- If a problem exists involving a student and a college employee, the student should seek to resolve the problem by discussing the situation with the college employee. The student is encouraged to put their concerns in writing, identify the issue, and identify possible options for resolution. Should questions about possible resolutions arise, it is recommended that the student consult with a Student Success staff member. The student is then encouraged to ask the employee to meet with them at a time when they can both provide the issue full attention. If the student is not comfortable speaking with the employee by themselves, they are encouraged to reach out to the supervisor of the employee for assistance in arranging and facilitating a conversation. If the student does not know who the supervisor is, they should contact the Student Success office. The student has the right to have a support person attend the meeting. If this does not resolve the issue, or this approach is not feasible in the particular situation, the student may refer the issue to the cabinet member who oversees the employee.

### **Step B Formal Process (grievance):**

- Grievance – A written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a specific provision of a college rule, regulation, board policy, or system procedure.
- If the problem cannot be resolved through the informal process, the student may submit a grievance, in writing, to the cabinet member who oversees the employee. All grievances must be submitted in writing on the student grievance form which is available through the Student Affairs office. The student making the grievance student should submit the completed grievance form to the cabinet member within 30 business days of the occurrence of the event on which the complaint is based. The cabinet member will review the complaint, meet with involved parties, and render a decision in the matter. The decision of the cabinet member is final, only with exceptions as described in section 3 below.

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#### **PART 4. Appeals to the Chancellor of Minnesota State.**

A student may appeal the college's final decision to the chancellor of the Minnesota State system of colleges and universities if the grievance involves a board policy, system procedure, the actions of a college president, an issue of institutional or program quality such as a college's or university's compliance with the standards of an accrediting or licensing agency, or a claim of consumer fraud or deceptive trade practice. The decision of the chancellor is final and binding.

#### **PART 5. Student Rights**

No retaliation of any kind shall be taken against a student for participation in a complaint or grievance.

These procedures also shall protect student and employee data privacy rights.

This grievance procedure does not prohibit the student from filing a grievance with any of the appropriate federal, state or local departments of human rights, in addition to or instead of the college process. However, students are encouraged to use the formal procedure above.