Rainy River Community College

Chapter 3. Educational Policies
3.8 & 3.8.1 Student Complaints & Grievances Policy & Procedure

Adopted by FSGC: 03/20/2012
Reviewed: ___________
Revised: 8/24/2015
Added College Provost as contact.

I. POLICY

Instructions for Use: This form is optional for use in filing a “complaint” and must be used to file a “grievance” under Board Policy 3.8 and System Procedure 3.8.1. “Complaints” or “grievances” are allegations of improper, unfair, or arbitrary treatment, including the application of a specific provision of a college rule/regulation or a board policy or system procedure. To file a grievance, you must first attempt an informal resolution of your complaint by discussion with the involved employee(s) and/or administrator(s). More detailed information about this student grievance procedure is available at the end of this form.

This procedure is not to be used for grade appeals, student conduct matters, claims of discrimination or harassment based on classifications protected under Board Policy 1B.1., or other rules, regulations, policies or procedures that include an appeal or grievance process. For information on those other procedures, please contact College Administration, or the student handbook at www.rainyriver.edu.

DATA PRIVACY NOTICE
The information you provide will be available to college and system employees who need access to the information to process your complaint or grievance, and may include the individual(s) about whose actions you have complained. You are not required by law to provide information requested on this form, but the more information you provide, the better the college will be able to understand your concerns. Please contact College Administration if you have questions about this process.

II. PROCEDURE

Step A. Informal Procedure to Resolve Complaint: A student who alleges improper, unfair, or arbitrary treatment in a college matter that is not subject to an appeal process under another college rule or regulation or board policy or procedure shall discuss his/her complaint with the appropriate employee and/or administrator. Students who allege
discrimination or harassment based on a protected class under Board Policy 1.B.1 shall be referred to the designated administrator under System Procedure 1B. 1.1.

If the complaint is not resolved through informal discussion and the violation of an appropriate college rule/regulation or board policy or procedure is alleged, the student shall be advised of the opportunity to submit a written grievance to obtain a written decision from the College Provost.

**Step B. Written Grievance:** If the alleged improper, unfair, or arbitrary treatment cannot be resolved through informal discussion as outlined in Step A, above, the student may submit a written grievance to the College Provost. Students shall use the form developed for this purpose. The aggrieved student should present the grievance in writing within ten (10) school days of the occurrence of the event on which the complaint is based unless the provost extends the time for good cause. The grievance must include a description of the college rule/regulation and/or board policy/procedure at issue and the results of the previous attempt to resolve the issues by informal discussions. If the grievance alleges improper, unfair, or arbitrary conduct by the College Provost, the grievance may be referred to the NHED President, and/or the Office of the Chancellor for a decision.

The College Provost, NHED President, or Office of the Chancellor shall provide a written decision within ten (10) school days of receiving the grievance unless there is good cause for delay. The decision shall include information about the applicable appeal process as outlined in Step C., below.

**Step C. Appeal:** An aggrieved student who is not satisfied with the grievance decision may appeal within ten (10) school days of receipt. If the grievance involves *a college rule or regulation*, a student may appeal to the NHED president. The appeal must be in writing and describe the reasons why the student disagrees with the decision. Unless good cause exists for delay, within five (5) school days after receiving the appeal, the president will issue a decision in writing. The district president's decision is final and binding.

If the grievance involves *a board policy or procedure, or the actions of the president*, a student may appeal an adverse decision to the chancellor. The appeal must be in writing and describe why the student disagrees with the decision. The decision of the chancellor is final and binding.

**Retaliation Prohibited.** No retaliation of any kind shall be taken against a student for participating, or refusing to participate in a grievance. Retaliation may be subject to action under appropriate student or employee policies.

Complaints of retaliation under this policy should be reported to: College Provost, Administration Office A-100.
STATEMENT OF GRIEVANCE

Name of Student Grievant:

________________________________________________________________________

Preferred method of contact: (e.g., e-mail, phone, postal mail, etc.):

________________________________________________________________________
________________________________________________________________________

Date of incident(s) submit within ten days of incident or explain the delay:

________________________________________________________________________
________________________________________________________________________

Describe the grievance (include names of college employees or others who you believe have pertinent information AND identify the college rule or regulation or board policy or system procedure that is at issue):

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

You may attach additional pages and/or other records to supplement your grievance.

Describe relief sought and previous attempts at informal resolution (required for filing grievance):

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Signature of Student Grievant _______________________________________________

Date________________

Submit this form to the College Provost, Office A100.

Note: You will be contacted if additional information is requested.