

Galveston College
084502

STUDENT COMPLAINTS AND THE GRIEVANCE PROCESS

FLD
(LOCAL)

PURPOSE

The grievance procedure at Galveston College shall serve two purposes: to determine whether a concern alleged by the grievant was the result of an error in the institution's policies and procedures or in their administration, and if an error is established, to determine an equitable redress for the grievant.

Grievable issues shall include all student related policies, extracurricular activities, athletics, and/or other matters as appropriate. The purpose of the grievance procedure of Galveston College is to ensure to that all persons involved receive fair and equitable treatment and that there is a clear trail of documentation for each case.

REPRESENTATION The student may be represented at any level of the complaint. Under extenuating circumstances, a student may designate, in writing, a person to represent the student.

LEVEL ONE Grievances voiced by students of Galveston College should first be aired in an informal meeting between the student and the college representative directly involved (i.e., instructor, coach, or administrator). At this face-to-face meeting, a bonafide attempt must be made to resolve the issue(s) in question.

It shall be the responsibility of the student grievant to:

- (1) explain fully the nature of the grievance,
- (2) provide details as to when and under what conditions the alleged grievance occurred; and,
- (3) articulate what redress is expected.

The College representative (instructor, coach, administrator, etc.) involved in the dispute shall have the responsibility to:

- (1) hear the grievance,
- (2) make an honest attempt to resolve the issue; or,
- (3) if resolution is not possible at that level, to refer the problem to the appropriate supervisor or dean.

It shall also be the responsibility of the College representative to document the meeting in writing to include the date, location, person(s) involved, issues discussed, and results achieved.

LEVEL TWO If the outcome of the conference at level one is not to the student's satisfaction, the student has ten (10) working days to request a conference with the appropriate supervisor(s) or dean, who shall schedule and hold a conference. Prior to or at the conference, the student shall submit a written complaint that includes a statement of the complaint and any evidence in its support, the resolution

sought, the student's signature, and the date of the conference with the appropriate supervisor or dean.

LEVEL THREE If the outcome of the conference with the appropriate supervisor

entitled to make oral arguments based on the complaint record within the time restrictions established by the Board.

CLOSED MEETING If the complaint involves complaints or charges about an employee, it will be heard by the Board in a closed meeting unless the employee requests it to be public.
