



Century College Policy

3.8.0.1 Student Complaint and Grievance Policy and Procedure

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Student Complaint and Grievance Policy

In accordance with MnSCU Board policy 3.8, a student has the right to seek a remedy for a dispute or disagreement through a designated complaint and grievance policy. A student should use available informal means to have decisions and/or actions reconsidered. No retaliation of any kind shall be taken against a student for participation in a complaint or grievance. Complaints and grievance procedures are protected under data privacy rights.

A student may file a **complaint** concerning alleged improper, unfair or arbitrary treatment.

A student may file a **grievance** concerning alleged improper, unfair or arbitrary action by an employee involving application of a specific provision of a college rule/regulation or a board policy or procedure. This policy does not apply to college rules or regulations or to board policies or procedures that include an appeal or grievance process.

Student Complaint and Grievance Procedure

*Steps one, two and three constitute the **informal complaint/concern process**; a student may make an oral claim or use the Concern Form:*

Step 1: To the employee -- this step is encouraged but not required

Step 2: To the appropriate direct supervisor to whom that employee reports (if different from the dean or administrator in step 3).

Step 3: To the appropriate dean or administrator

*Steps four, five and six are the **formal grievance process** and may only be used after steps one, two and three have been exhausted and the complaint constitutes a grievance; claims must be in writing and students must use the Grievance Form/format:*

Step 4: To the appropriate Vice-President

Step 5: To the College President -- This is the final step in the appeal process however, if the violation involves a MnSCU Board policy, a student may carry the grievance to a sixth step:

Step 6: To the Chancellor -- the decision of the Chancellor is final and binding.

A student must start the complaint/concern and grievance process within **twenty working days** (working days exclude Saturdays, Sundays, holidays and breaks in the academic calendar) of the incident.

If the complaint or grievance is not mutually resolved, a student has **ten working days** to present the complaint/concern or grievance at the next step. If not presented in ten working days, the last response stands. The employee, supervisor, dean, vice-president and president shall generally respond to the student within ten working days. By mutual agreement, time limits may be waived.

References:

Minnesota State Colleges and Universities Board Policy 3.8 Student Grievance

Date Proposed: 6/11/98
Date Approved: 6/11/98
Date Implemented: 7/1/98
Date Revised: 5/19/09

Century College
3300 Century Avenue North
White Bear Lake, MN 55110

Concern Form

Printed Name _____		Date Submitted _____	
Street Address _____	City _____	State _____	Zip _____
Daytime Phone/Cell Phone _____		E-Mail Address _____	
Program/Major/Course/Area _____		Signature _____	

Please respond to the following. Use a separate sheet if needed.

1. Describe your concern or complaint (please list person's name, department or course, and date(s) of occurrence, when applicable).
2. When did you communicate with the person(s) involved?
3. Describe the steps you have taken to correct the situation.
4. Describe the action(s) you are seeking to resolve this issue.

Recipient Use Only

Date Received:	_____
Action Taken:	_____
Discussion with Student/Employee	_____
Forward to:	_____
Follow Up:	_____
Resolution:	_____
Century College Administrator/Respondent:	_____ Date: _____

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Grievance Form

Name _____ Student/Tech ID (if unknown, SSN) _____

Home address _____

Day phone (_____) _____ Alternate phone (_____) _____

Use a separate sheet if needed and attach documentation.

1. Faculty or staff member being grieved _____

2. Indicate the exact policy, procedure or practice involved in the grievance. _____

3. Indicate why the application of this policy, procedure or practice is improper, unfair or

arbitrary. _____

4. Indicate previous attempts toward resolution (attach documentation) _____

5. Indicate the remedy being sought. _____

Student Signature _____ Date _____

Copy to Dean of Student Services

Century College
3300 Century Avenue North
White Bear Lake, MN 55110

Time Extension Form

Agreement on Extension of Time:

We, the undersigned, have agreed to extend the time limit for Step _____ of this grievance

by (name of grievant) _____

from _____ to _____

Date: _____

Signatures:

