3.8.0.1 Student Complaint and Grievance Policy and Procedure

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 Approved: 6/11/1998  
Date Implemented: 7/1/1998  
Date Last Reviewed: Policy under review as of 2/1/2018  
Date Revised: 5/19/2009
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: ____________
Century College  
3300 Century Avenue North  
White Bear Lake, MN 55110  

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:

________________________________________________________________________

________________________________________________________________________