



# Student Grievance Policy

<b>Purpose</b>	To provide procedures for a student to grieve.
<b>Policy</b>	<p>The College provides the opportunity for students to register or resolve grievances or disputes.</p> <p>If a student takes the grievance to an agency outside the College, the College may suspend action under this policy. This policy is only to be used when there are not more specific policies and procedures.</p> <p>Students should seek resolution of the issue with the instructor, department head, etc. before proceeding to grievance.</p>
<b>Applies to</b>	All VCC students who are currently enrolled or were enrolled 30 days prior to the filing of this grievance or dispute.
<b>Responsibility</b>	The Dean* or Vice-President or delegate.
<b>Procedures</b>	<ol style="list-style-type: none"><li>1. Student(s) will write the Dean of the area and describe their grievance or dispute. The student may seek assistance in writing the grievance.</li><li>2. The student must specify:<ul style="list-style-type: none"><li>• reasons for grievance</li><li>• spokesperson if other than student</li></ul></li><li>3. Within five working days from the written receipt of the grievance, the Dean of the area will attempt to resolve the grievance or dispute.</li><li>4. The student will remain in class unless the safety of others is in jeopardy.</li></ol>

5. If a resolution is not reached, the Dean of the area will forward the matter to the Dean of Student Services who shall strike a committee consisting of:
  - a) The Dean of Student Services as non-voting Chair
  - b) an instructor or counselor from a department in which the student is not registered
  - c) a Department Head or Coordinator of a department in which the student is not registered
  - d) a student at large approved by the Student Association
6. The Dean of Student Services will distribute the written grievance and background information to all parties.
7. The Committee will meet and hear:
  - a) the griever(s) and their advisor
  - b) the person(s) against whom the grievance is made
  - c) any other relevant individuals
8. Grievance Hearing Procedures:
  - a) The Committee Chair will introduce all parties and outline the procedures to be followed at the hearing.
  - b) The student and their advisor will identify the issues from their perspective, and outline facts relevant to their grievance.

***Note: If the student intends to bring legal counsel to the hearing, the student must advise the Dean of Student Services at least 24 hours before the hearing takes place. More than one advisor may be allowed at the discretion of the Committee.***

- c) The appropriate College personnel concerned will have the same opportunity.
- d) Each party will have an opportunity to respond to the presentations.
- e) All parties must direct all questions and responses through the Committee chair.
- f) The Committee will determine any other individuals to be interviewed and give the student and or their

advisor and appropriate College personnel an opportunity to respond to the information gathered from these interviews.

- g) Committee members may ask questions of parties in the appeal.
  - h) The student and the respondent will have the opportunity to ask questions of any witnesses through the Chair.
  - i) The Chair will invite each party to make a closing statement.
  - j) The Committee members will then deliberate in private and make a recommendation to the Vice-President regarding the grievance.
9. The Vice-President will write their decision and rationale regarding the grievance to the student and the College within 5 working days of completion.
10. A student may appeal a grievance to the College President on the following grounds only:
- a) due process was not followed
  - b) new evidence not available at the time of the grievance that may have affected the decision.

**References:** Appeal of Final Grade Policy  
Human Rights Policy

**Replaces:** VCC Policies:  
Student Grievance policy 2.1.0.3  
Student Grievance about Instructional Activity Policy 2.4.0.10

**1. Policy Sponsor** Dean of Student Services

**2. Approvals:**

President \_\_\_\_\_ Date: \_\_\_\_\_

Education Council Chair \_\_\_\_\_ Date: \_\_\_\_\_

Operations Council Chair \_\_\_\_\_ Date: \_\_\_\_\_

Board Chair \_\_\_\_\_ Date: \_\_\_\_\_

**3. Amendments**

President \_\_\_\_\_ Date: \_\_\_\_\_

Education Council Chair \_\_\_\_\_ Date: \_\_\_\_\_

Operations Council Chair \_\_\_\_\_ Date: \_\_\_\_\_

Board Chair \_\_\_\_\_ Date: \_\_\_\_\_

**4. Review Date**