

STUDENT NON-ACADEMIC GRIEVANCE PROCEDURES

San Antonio College acknowledges the possibility that incidents may occur outside the academic setting that might result in a student feeling he/she is the object of unjust treatment by a College employee. This concern could include misconduct or a condition the student believes to be unfair, inequitable, discriminatory, or a hindrance to the student's educational progress. This policy does not apply to decisions regarding financial aid eligibility, student disciplinary actions or those pertaining to academic matters (See Academic Grievance Procedure).

Prior to initiating a formal grievance, the student should make a reasonable effort to resolve the problem with the person, or supervisor of the program, against whom the complaint is being made. This should occur as soon as possible following the protested circumstance. If the complaint is not resolved to the student's satisfaction, the following formal grievance procedure can be initiated.

Definition of Terms:

Grievance: A claim that a student has been the subject of an unjust action or has been denied his/her rights by an employee of the College

Appeal: An action taken to request a review of and possible change to the recommended resolution of the grievance

Working Days: Weekdays, Monday through Friday

Procedure:

1. Within five (5) working days of the final informal attempt at resolution, a signed and dated written complaint should be made to the immediate supervisor of the person or program against whom the complaint is being made. All grievances must include the following:
 - a. Student's name and contact information, including day-time phone number, mailing address, and email address (if available)
 - b. A full description of the grievance, providing relevant dates of events and including the names of all parties involved
 - c. A statement describing attempt(s) to resolve the issue informally
 - d. The proposed resolution, relief or action sought
2. Upon receipt of the written grievance, the supervisor will review the document and meet with any or all of the parties cited in the grievance. The supervisor will render a decision within ten (10) working days. If either the student or employee is not satisfied with the decision and wishes to appeal, he/she must do so by submitting a written appeal to the Dean of Student Affairs within five (5) working days. In addition to a copy of the original grievance and supervisor's decision, the student or employee must provide a brief statement justifying the appeal.
3. Upon receipt of the written appeal, the Dean of Student Affairs will review the documents and investigate the request. The Dean will render a decision within ten (10) working days. If either the student or employee is dissatisfied with the Dean's decision, he/she has ten (10) working days to request it be reviewed by the Executive Vice President. In addition to a copy of all information provided to the Dean, the student or employee must provide a brief statement justifying the additional appeal.
4. Upon receipt of the written appeal, the Executive Vice President will review the documents and investigate the request. The Executive Vice President will render a decision within ten (10) working days. If either the student or employee is dissatisfied with the Executive Vice President's decision, he/she has ten (10) working days to request it be reviewed by the College President. In addition to a copy of all information provided to the Executive Vice President, the student or employee must provide a brief statement justifying the continued appeal.
5. The President of the College is the final reviewer for San Antonio College and will render a decision in writing within ten (10) working days of receiving the written request of appeal.

**FLOW CHART
OF
NON-ACADEMIC GRIEVANCE PROCEDURE**

Informal Attempt to Resolve Grievance with Offending Employee or Supervisor of Program

Written appeal within 5 days of final information resolution attempt

Supervisor of offending Employee or program

Satisfied

Decision
Within 10 Days

Not Satisfied

Written appeal
within 5 working
days

Dean of Student Affairs

Satisfied

Decision
Within 10 Days

Not Satisfied

Written appeal
within 10
working days

Executive Vice President

Satisfied

Decision
Within 10 Days

Not Satisfied

Written appeal
within 10
working days

**President
(decision final)
Within 10 Days**