Policy Title: Student Complaint, Grievance and Informal Concern

Purpose:
To provide students with an avenue to seek remedy for a complaint or grievance. To provide students with an avenue to express an informal concern.

Definitions:
Appeal of a Grievance Decision – A written request for reconsideration of a grievance decision under the Student Complaint, Grievance and Informal Concern policy.

Complaint – A written claim made by a student using the college’s Student Complaint, Grievance, and Informal Concern Form, alleging improper, unfair, or arbitrary treatment or action taken by a college employee or student.

Business Day – Business days do not include Saturday, Sunday, other days when the college is closed, and official breaks between semesters and summer session(s).

Grievance – If a student determines a complaint is not satisfactorily resolved and the complaint alleges improper, unfair or arbitrary action by an employee involving the application of a specific provision of a college or system policy or procedure, a student may file what is considered a grievance.

Informal Concern – An informal concern is a written submission of an informal concern or issue from a student. When students submit informal concerns, the college may or may not take formal action or report back to the student submitting the informal concern.

Student – An individual who is enrolled at the college.

Policy:
In accordance with Minnesota State system Board Policy 3.8, a student has the right to seek remedy for a dispute or disagreement or share informal concerns through the college’s Student Complaint, Grievance and Informal Concern Policy and Procedures. This policy and related procedures shall not:

- Substitute for other complaint or grievance policies or procedures specified in college or Minnesota State system policies or procedures, regulations or negotiated agreements.
- Apply to academic grade disputes. Grade appeals shall be handled under the Grade Appeal Policy and Procedure.
- Apply to alleged violations of the student conduct code. Those shall be handled under the Student Code of Conduct Policy and Procedure.
- Apply to the Minnesota State system’s Equal Opportunity and Nondiscrimination in Employment and Education Policy (1.B.1.). Allegations of discrimination and/or harassment shall be handled under the 1.B.1. Policy and Procedure.
• Apply to the Minnesota State system’s Sexual Violence Policy (1.B.3.) Allegations of sexual violence shall be handled under the 1.B.3. Policy and Procedure.

Associated Policies:
Minnesota State system Board of Trustees Policy 3.8 Student Complaints and Grievances

Associated Procedures:
Minnesota State system Board of Trustees Procedure 3.8.1. Student Complaints and Grievances

Policy History:
Policy Owner: Chief Academic Officer
Policy Author: Jill Abbott, Shawn Anderson, Jennifer Jacobson, Angela Mathers
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Policy Group Assignment: Students

Procedure Written: Revised/Update