

## Complaint and Grievance Procedures

Central Alabama Community College promotes the open exchange of ideas among all members of the College community, students, faculty, staff and administration. An environment conducive to the open exchange of ideas is essential for intellectual growth and positive change. Central Alabama Community College recognizes that in order to efficiently and effectively carry out its mission, employees and students must feel confident that any valid complaint or grievance an employee or student may make concerning the College will be promptly addressed by the appropriate authorities. Therefore, the following procedures for resolving such complaints and grievances have been adopted by the College.

### Student Complaint Procedures

For purposes of this policy, a complaint will mean a specific event, activity or occurrence within the scope of the authority of the College administration or faculty about which an individual has a specific concern.

1. Complaints Related to Academic Matters Complaints involving academic disputes must follow the Academic Appeals process located in the College Catalog Student Handbook under Academic Policies
2. Student Complaints Related to Disability

the Title IX Coordinator determines that the complaint does not qualify as a Title IX Complaint, the Title IX Coordinator will notify the Complainant in writing and may redirect the Complaint to the appropriate committee. After a discussion between the Complainant and the Title IX Coordinator, the Title IX Coordinator determines that the complaint meets the criteria of a Title IX Complaint and the Complainant requests to file a formal complaint, the Title IX Coordinator will initiate the formal complaint process.

4. Other Types of Student Complaints Students with complaints related to any other matter are encouraged to report concerns in writing within ten (10) working days of the occurrence of the event prompting the complaint.

If a student complaint can be resolved immediately and informally after discussion between the student and the respective college official, the College official will take action to resolve the complaint. The college official who received the complaint will record and keep a written report of the complaint and the resolution of the complaint. The College official will provide a copy of the written report to the official's supervising administrator and to the Dean of Students.

If the student's complaint cannot be resolved immediately and informally, the appropriate College official who received the complaint will submit a written report, a "Plan of Resolution," to the Dean of Students. The report will be submitted within ten (10) business days of the receipt of the complaint and will detail the complaint and the plan to resolve the complaint. If the Plan of Resolution does not result in a satisfactory resolution to the complaint, the complainant may choose to pursue a grievance within fifteen (15) business days with the Dean of Students.

#### General Grievance Procedures

A student who submits a written complaint to the appropriate college official and who is not informed of a satisfactory resolution or Plan of Resolution of the complaint within ten (10) business days of the complaint then has the right to file a grievance with the Dean of Students within fifteen (15) business days. Grievance Procedure Forms are available online [www.cacc.edu](http://www.cacc.edu) and in the Office of Dean of Students.

The written grievance statement will include at least the following information:

1. Date the original complaint was reported,
2. Name of person to whom the original complaint was reported,
3. Facts of the complaint, and
- 4.



supporting information as he/she deems appropriate to the Respondent's defense against the charges.

If the College, or the administration of the College at large, is the party against whom the grievance

In the event of a finding by the hearing officer/committee that the grievance was unfounded or was not supported by the evidence presented, the Dean of Students will notify the Grievant of any appeal that may be available to the Grievant. In the event finding that the grievance was supported, in whole or in part, by the information presented, the Dean of Students will advise the Respondent of any available appeal or if the College is the Respondent, the Dean of Students will meet with the Grievant and the appropriate college representative(s) and attempt to bring about resolution of the grievance. If no such resolution is reached the Grievant may appeal to the President.

#### Presidential Appeals

The Grievant or Respondent will have the right to appeal the decision of the hearing officer or committee to the President of Central Alabama Community College, provided that:

A notice of appeal is filed with the Dean of Students and the President within fifteen (15) calendar days following the receipt of the committee report and

The notice of appeal contains clear and specific objection(s) to the finding(s), conclusion(s) and/or recommendation(s) of the hearing officer or committee. If the appeal is not filed by the close of business on the fifteenth (15th) day and the a61e a6c(p)2 6c(p)2 dation(c012 T