

REVIEWED: October 10, 2018

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BOARD POLICY ADOPTED: May 16, 1979

SERIES NUMBER: 502

TITLE: **Student Personnel**
 Grievances

Grievances and Complaints

Iowa Valley Community College District believes in maintaining an educational environment that is positive and productive for its students. Occasionally, a student may believe that he or she has experienced an alleged violation, misinterpretation, or misapplication of IVCCD Board Policies, rules and regulations; or has been unfairly treated by a District employee; or that the contractual relationship between the student and the District has been breached. When these situations arise, students should follow the **Student Grievance Procedure**. For all other complaints and feedback, the student should follow the **Student Feedback/Complaint Procedure**. Forms are found in the Deans of Students' Offices or on the College website.

Student Grievance Procedure

The grievance form should be completed by the student and should include a written summary of the situation and a proposed resolution of the situation. The written grievance is to be resolved through the following steps.

1. The student is expected to make every reasonable effort to resolve the problem with the District employee, including a meeting in person with that employee.
2. If no solution is reached between the student and the employee, the student may file a formal grievance. The written grievance form must be submitted to the Provost of the College (or to his or her designee) within 10 business days of the initial meeting with the employee.
3. If no solution is reached between the student and the Provost (or designee), the grievance may be appealed in writing within 5 business days of the Step 2 decision to the IVCCD Chancellor. The decision of the Chancellor is final and ends the grievance process.

Student Feedback/Complaint Procedure

The District is committed to providing high quality services. The District strives to deal with all students in a manner which is fair, efficient, and courteous, and student feedback and complaints are important to the improvement of District services. All complaints and feedback, including the outcomes, are documented and shared annually with the College Provosts' Offices. Feedback or complaints that are unrelated to a grievance should follow these steps.

1. Complete the **Student Feedback/Complaint Form** found in the Deans of Students' Offices or on the College website.
2. Present the **Student Feedback/Complaint Form** and discuss the complaint/feedback with the faculty member or supervisor with oversight of that decision, policy, or service.

