

# **Institutional Records of Student Complaints**

## **Academic Grievance Process**

If a student believes that an incorrect, incomplete or capricious action has been taken regarding an academic matter affecting his/her program (such as an inaccurate or unfair grade), that student must follow the procedural steps below to appeal the action.

1. A student should consult with the instructor to obtain all necessary information regarding the decision and attempt to clarify matters concerning the decision.
2. If the problem remains unresolved, a student may petition (in writing) to the Vice President of Operations and Academic Affairs, who will consult with the PASS Committee. The Vice President of Operations and Academic Affairs has the final decision and authority in all academic appeals.

(RLNC Catalog 2017-2020, p. 50)

## **Student Grievance Process**

It is the intent of the College to provide students the right to a fair hearing. These procedures are designed to address student complaints and grievances, which include, but are not limited to, discrimination or other areas of College policy violations.

1. All student grievance complaints must be submitted in writing to the Director of Student Success and must contain the following:
  - a. Name, address and phone number of person filing the grievance.
  - b. Nature of the grievance in full detail
  - c. Place, date and time of alleged incident.
  - d. Name of person(s) accused of the violation.
  - e. Requested action.
  - f. Any background information that student filing the complaint believes to be relevant;
2. The Director of Student Success will attempt to resolve the complaint with the student. If the complaint cannot be resolved at this meeting, the Director of Student Success will take the following actions and inform the Vice President of Operations and Academic Affairs.
  - a. Meet with all persons involved in the complaint and try to resolve the complaint.
  - b. If the complaint has not been resolved, the Director of Student Success will notify the ad hoc Student Grievance Committee to review the complaint and make recommendations for resolution of the student's complaint.
  - c. The Grievance Committee will confer with the Vice President of Operations and Academic Affairs and then make a decision on resolving the complaint. The Vice President of Operations and Academic Affairs has final authority in determining the resolution of all student grievances that are filed.

(RLNC Student Handbook, p. 17)