



College of The Albemarle Procedure

Procedure Number: 5.3.6.1

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Title: Student Grievance

Related Policy: 5.1.3 Financial Aid; 5.2.5 Grade Appeal; 5.3.2 Student Code of Conduct; 5.3.4 Discrimination and Harassment

Division of Responsibility: Student Success and Enrollment Management

I. GRIEVANCE PROCESS OVERVIEW

In order to maintain a harmonious and cooperative environment between and among College of The Albemarle (College) and its students, the College provides for the settlement of problems and differences through an orderly grievance procedure. Every student shall have the right to present his/her problems or grievances free from coercion, restraint, discrimination or reprisal. This Procedure provides for prompt and orderly consideration and determination of student problems and grievances by College administrators and ultimately the president.

A grievance is any matter of student concern or dissatisfaction with the College's control except: (a) student discipline matters regarding academic and non-academic violations (Policy 5.3.2 Student Code of Conduct); (b) discrimination and unlawful harassment, including sexual harassment and sexual violence (Policy 5.3.4 Discrimination and Harassment); (c) a grade appeal (Policy 5.2.5 Grade Appeal); (d) claims against a College employee for any matter unrelated to the employee's role or position at the College; or (e) any other matter that has a specific grievance process outlined in that policy or procedure.

II. INTERNAL GRIEVANCE PROCESS

1. Informal Grievance – Step One

In the event the alleged grievance lies with an instructor/staff member, the student must first go to that instructor/staff member and attempt to informally resolve the matter within five (5) College working days of becoming aware of the decision, action or event giving rise to the grievance. Both the student and instructor/staff member must have an informal conference to discuss the situation and document the attempts taken to resolve the grievance at this level. In the event that the student is unsatisfied with the resolution reached at the informal conference, the student may proceed to Step Two within five (5) College working days after the informal conference. Not proceeding to Step Two within the time period will result in the grievance not being heard and the matter being closed.

If the grievance concerns issues unrelated to a particular instructor/staff member (for example, an issue with College policy), the student can skip the informal process and proceed to Step Two.

2. Formal Grievance – Step Two



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If the grievance is not resolved at Step One (or, given the nature of the grievance, Step Two begins the process) the student may file a written grievance with the vice president of student success and enrollment management (“Vice President”), or designee, via the online student complaint form or email. The written grievance must contain, with specificity, the facts supporting the grievance and the attempt, if applicable, to resolve the grievance at the informal level.

The vice president, or designee, shall review the written grievance and conduct whatever further investigation, if any, is necessary to determine any additional facts that are needed to resolve the grievance. The vice president, or designee, shall provide a written decision within ten (10) College working days after receipt of the grievance.

In the event that the student is unsatisfied with the resolution reached by the vice president, or designee, the student may proceed to Step Three within five (5) College working days after receipt of the vice president’s, or designee, written determination. Not proceeding to Step Three within the time period will result in the grievance not being heard and the matter being closed.

3. Appeal – Step Three

If the student is not satisfied with the vice president’s, or designee, determination, the student may appeal to the Student Grievance Committee which consists of the following members:

1. Two students recommended by the Student Government Association
2. One faculty member recommended by the vice president of learning
3. One student services staff member recommended by the vice president of Student Success and Enrollment Management
4. One administrator, other than the vice president of student success and enrollment management, to serve as the Committee's chairperson
5. The vice president of student success and enrollment management, or designee, who serves as ex-officio

The appeal must be in writing, must provide a written summary of the specific facts and must contain any other documentation pertinent to the matter. The Student Grievance Committee will conduct an “on the record” review and conduct any further investigation that is necessary to ascertain the facts needed to make a determination.

At the conclusion of the investigation and not later than fifteen (15) College working days after receipt of the student’s appeal, the Student Grievance Committee shall make a recommendation to the president regarding the grievance. The president, or designee, shall notify the student and any College personnel involved of their decision in writing.



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The president's decision is final.

III. EXTERNAL GRIEVANCE PROCESS

1. North Carolina Community College System

The College is a member of the North Carolina Community College (NCCC) System. If a student is dissatisfied with the result of a grievance within the College, the student may file a grievance with the NCCC System. The student must exhaust the College's internal grievance process prior to filing a grievance with the NCCC System. The contact information for the NCCC System Office is:

North Carolina Community College System Office
200 West Jones Street
Raleigh, NC 27603
Telephone: 919-807-7100
Website: <https://studentcomplaints.northcarolina.edu/form>

2. Southern Association of Colleges and Schools Commission on Colleges

The College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). If a student is dissatisfied with the result of a grievance within the College, the student may file a grievance with the SACSCOC. The student must exhaust the College's internal grievance process prior to filing a grievance with the SACSCOC. The contact information for SACSCOC is:

Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)
1866 Southern Lane
Decatur, GA 30033
Telephone: 404-679-4500
Website: <https://sacscoc.org/>

June 13, 2023

June 13, 2023

N/A

Date Approved by President's Leadership Team

Date of Last Review

Date of Last Revision