

**Southeastern Illinois College
Student Grievance Procedures**

Southeastern Illinois College is committed to providing a prompt and equitable means of resolving student complaints against actions and decisions taken by the College and its employees. Southeastern believes communication and open dialogue are hallmarks of the educational process, and are essential to student success.

Scope

For specific complaints or grievances, please refer to the appropriate policies:

<u>Nature of Complaint</u>	<u>Applicable Policy/Procedure</u>
Sexual Harassment Complaint	Sexual Harassment, Anti-Harassment, & Non-Retaliation Policy (9016)
Discrimination	Sexual Harassment, Anti-Harassment, & Non-Retaliation Policy (9016)
Grade Appeals	Academic Grievance Policy
Out of State Academic Student Complaint	See http://www.sic.edu/OnlineStudentComplaint . Then utilize General Student Grievance Procedures below.
Student Conduct Complaint	Standards of Conduct (9013)
Denial to Selective Admission Program	Special and Selective Admissions Appeal Procedures

General Student Grievance Procedures

A student may elect to pursue a grievance if they believe a college decision or action has adversely affected their status, rights, or privileges as a student. If a student has a grievance involving a College professor or staff member, they are to process such grievance through the College administrative structure.

An informal grievance may be addressed to any faculty or staff member, as appropriate to the concern. The student should first discuss any grievance thoroughly with the faculty or staff member. If the grievance is not resolved, the student may initiate a formal grievance by appealing to the supervisor of the faculty or staff member. Formal grievances must be written

and signed by the student. Any unresolved grievance can be processed through the College administrative structure up to the appropriate Dean/Vice President, if necessary.

The resolution of student grievance will be transmitted in writing to the student and through the administrative structure to all involved parties as necessary.

Procedure

1. The student must meet with and discuss the grievance thoroughly with the faculty or staff member in an attempt to reach a resolution immediately, but no later than 10 business days after the incident has occurred.
2. If resolution is not achieved and the student wishes to pursue the grievance further, a student may initiate a formal appeal to the faculty or staff member's direct supervisor or division chair. The appeal must be presented in writing to the supervisor. The appeal must be filed within 10 business days after the meeting with the faculty or staff member.
3. The supervisor receiving the grievance will do the following within 10 business days:
 - a. Inform the faculty or staff member of the receipt of the grievance/appeal.
 - b. Investigate the situation which may include but not be limited to requesting a statement of circumstances relevant to the grievance from the faculty or staff member, a conference with either or both parties, and additional documents and other information relevant to the situation.
 - c. Provide a decision in writing regarding the grievance within 10 business days after the requested documents are received and/or conferences concluded.
4. If the student wishes to appeal the supervisor's decision, the student must pursue the appeal through the College's administrative structure up to the appropriate Dean/Vice President by repeating steps 2 and 3.
5. Should the grievance/appeal reach the level of the appropriate Dean/Vice President, the decision of the Dean/Vice President is final.

Appeals

To ensure fairness and respect to all parties involved, an appeal of a grievance/decision should meet certain criteria. When appealing, a student should demonstrate that the investigation/decision meets at least one of the following criteria:

1. Due process was not provided or the appeal was not thoroughly considered/investigated
2. The result of the resolution/decision is not appropriate for the appeal
3. New information has become available that was not available at the time of the original resolution/decision.

Should a student fail to demonstrate that the appeal meets one of the above criteria, the supervisor may elect to not consider the appeal and will notify the student in writing. At this point, the decision of the supervisor is final.

Record Keeping

In accordance with Higher Learning Commission (HLC) regulations, the College is required to maintain documentation on student complaints and their resolutions. In the event that a division chair, director, supervisor, administrator, etc., receive a formal, written grievance, the supervisor must document the grievance on the Complaint Record form, which details the grievance and resolution to the agreement. All Complaint Record forms will be forwarded to the office of the Dean of Student Services for record keeping. Twice an academic year, the President's Cabinet will review a summary of the grievances to inform the policy and procedure making process.