Revision Responsibility: Vice President of Academic Affairs
Responsible Executive Office: Vice President of Academic Affairs

Purpose:

To provide information about eligibility, definitions, and the formal grievance procedure.

Policy:

I. Eligibility

These procedures may not be used:

A. in resolving any complaint, request, or question involving student records, including issues which may be resolved using college procedures established under the Family Educational Rights and Privacy Act (FERPA): (See Confidentiality of Student Records 03:03:00).

B. by a student to appeal a previous decision already determined by the Grievance Committee in regard to prior grievances

C. in regard to discrimination based on race, color, religion, sex, sexual orientation, national origin, ancestry, age, marital status, handicap, unfavorable discharge from the military, or status as a disable veteran or veteran of the Vietnam era or in deciding issues relating to sexual harassment. Please see the Sexual and Racial Harassment Policy 05:16:00 for more information.

II. Definitions

A. Grievance: a written statement by a grievant setting forth a complaint that has not been resolved by other methods or processes.
B. **Grievant:** the author of a grievance.

C. **Complaint:** an informal, unwritten disagreement.

D. **Administrator:** generally, the head of the unit to which belongs the person whose decision is being grieved.

- For nursing students-primary administrator is the Dean of Nursing
- For design students-primary administrator is the Dean of Faculty and Programs
- For full and part-time faculty-primary administrator is the Vice President of Academic Affairs

E. An academic grievance (See Academic Grievance Form) is a difference of opinion or dispute between a student and a faculty member about learning activities as they affect the student. This may include grading, instructional procedures, attendance, instructional quality, and situations where the student believes he/she is being treated unfairly.

F. A nonacademic grievance (See General Grievance Form) is a difference of opinion or dispute between a student and faculty member, administrator, staff member, or another Platt College student or between faculty and another faculty member, administrator, staff member, or an outside business affiliate outside of Platt College pertaining to the interpretation and/or application of the policies and procedures of the College.

In addition to the interpretation and application of policies and procedures, nonacademic grievances shall include all grievances except those pertaining to instruction and classroom management. They may pertain to student and faculty/staff governance issues, student activities, arbitrary and capricious management decisions, or other concerns that faculty, students, or employees might present for redress.

III. Complaint Procedures

Whenever an individual entitled to utilize these procedures has a complaint, that individual is expected to attempt to resolve the matter informally. This attempt must include discussion of the complaint with his/her instructor and administrator, peer or other individuals.
IV. Formal Grievance Procedures

A. If all reasonable informal efforts to resolve a complaint fail, the complainant may formalize the complaint as a Grievance. The Grievance is a written statement containing a description of the grounds for the formal grievance and a specification of the remedy sought. (See Grievance Form and Academic Grievance Form)

B. A Grievance Form or Academic Grievance Form must be filed with an Administrator within one academic quarter from the time of the occurrence leading to the Grievance, or from the time when the Grievant should reasonably have been able to determine that the occurrence leading to the Grievance might have affected his/her status. Informal grievances and efforts to resolve a complaint must occur within a three (3) day period.

C. If resolution is not achieved with the appropriate administrator, a hearing date is set within one week with the Grievance Committee. The decision of the Grievance Committee is final.

If a committee is needed for resolution of a grievance, the Grievance Committee will be composed of three (3) students, one (1) Platt College staff member, and one (1) Platt College Administrator determined by Platt College. In the event that a tie-breaking vote is needed the College Administrator who is not directly involved in the incident or disciplinary action serves as the tie breaker vote.

V. Application and Elaboration

A. A distinction must be made between a complaint and a grievance. An individual dissatisfied with a situation(s) or event(s) should make his/her best effort to resolve the matter informally, calling upon whatever third parties might be helpful. Only if the issue cannot be resolved satisfactorily between the complainant and the other party involved should the complainant formally file a grievance.

B. A demonstrated lack of good faith by any party to an attempt to resolve a complaint informally may be considered together with all other factors in reaching a decision on the merits of any grievance stemming from the complaint.

C. All grievances must be filed in writing and signed by the Grievant, must outline the Grievant's allegations, including the nature(s), the date(s), and the time(s) of the alleged
event(s), must name the individuals believed responsible, and must make a specific request for a remedy. (See Grievance Form and Academic Grievance Form).

All decisions issued pursuant to a grievance must be in writing, shall list relevant findings of fact, shall outline the reasons for the conclusions reached, and shall state the remedy which is granted or denied.

D. No formal grievance or appeal will be considered to be filed until the written grievance is actually received by a Platt College Administrator.

E. Any administrator, faculty member, staff member or student serving in any review capacity at any stage in a grievance process will consider all available relevant facts relating to the grievance, will make his/her own independent investigation if necessary, and will base his/her decision on all evidence available.

F. If the Grievant chooses an attorney for any grievance hearing outside of Platt College’s grievance process, a representative from the consulting attorney representing Platt College must be invited to be present to advise the administrator. If the Grievant chooses to be represented by an attorney, the Grievant or the Grievant's attorney must so notify the appropriate Platt College Administrator at least seven (7) days from receipt of the grievance prior to the date of any meeting where the Grievant's attorney will be present. If a Grievant chooses to involve legal counsel, the Grievant will be responsible for all of his/her own incurred legal fees.

All references in these procedures to time periods are working or business days.