

## City College Grievance Policy and Procedures

City College defines a grievance as any situation arising from a college action which a student deems to cause them academic, financial, or emotional distress. A grievance procedure is available to any student who believes a College decision or action has adversely affected his/her status, rights or privileges as a student. The purpose is to provide a prompt and equitable process for resolving student grievances.

Any student who has an **ACADEMIC GRIEVANCE** must follow this procedure:

1. A student who has an issue with the decision of a faculty member on grades or attendance must first address the issue with the faculty member.
2. If the student is unable to resolve the issue with the faculty member, then the student should elevate the matter to the program chair.
3. If the matter is still not resolved to the student's satisfaction, the student may then take the grievance to the Director of Academic Affairs with a written statement. This statement may be submitted in person or via email. The student should ensure that they have all the documentation to substantiate their grievance. The faculty member should also have all their materials to substantiate their position on the student's grievance.

The written statement should include the following:

- Nature of the issue
- Date of the issue
- Person(s) involved
- Steps already taken
- Key area(s) of concern
- Desired outcome

The Grievance will be reviewed by appropriate members of the Academic team not limited to faculty, Program Chairs, the Director of Academic Affairs, and the Campus Director. The student in addition to the written statement will have the opportunity to present their case to the specific team reviewing their grievance if they so desire. The decision of the Campus Director or in some circumstances, the President will be final.

Any student who has a **NON-ACADEMIC GRIEVANCE** must follow this procedure

1. For any issue with academics not related to grades or attendance, the matter should be addressed to the Director of Academic Affairs.
2. For an issue with Financial Aid, the matter should be addressed the Director of Financial Aid.
3. For all other issues, not covered under grades, academics or financial aid, the matter should be addressed to the Campus Director for that campus.

Note: if the grievance is regarding any form of sexual harassment, please see the process listed under Campus Safety and Security and Title IX Disclosures.

The student should prepare a written statement which should include the following:

- Nature of the issue
- Date of the issue
- Person(s) involved
- Steps already taken
- Key area(s) of concern
- Desired outcome

The Grievance will be reviewed by the campus Management team. The student in addition to the written statement will have the opportunity to present their case to the management team reviewing their grievance if they so desire. The decision of the Campus Director or in some circumstances, the

President will be final.

Students who feel a grievance is not resolved by the college to their satisfaction may refer their grievance to: Executive Director, Commission for Independent Education, 325 W. Gaines Street, Suite 1414, Tallahassee, Florida, 32399-0400, (888) 224-6684 and/or ABHES, 7777 Leesburg Pike, Suite 314 N, Falls Church VA 22043; (703) 917-9503

Distance Education students, who have completed the internal institutional grievance process and the applicable state grievance process, may appeal non-instructional complaints to the FL-SARA PRDEC Council. For additional information on the complaint process, please visit the FL-SARA Complaint Process <http://www.fldoe.org/sara/complaint-process.shtml>