



Where Your Future Is Waiting

POLICY NUMBER: SS300.012

Title: Student Grievance Policy

Effective Date: 10/24/2018

Last Revision Date: 2/9/2023

Policy Statement

Central Louisiana Technical Community College (CLTCC) has established a policy which sets forth the guidelines and standards for student grievances not involving an academic or grade appeal; refund appeals; admission appeals and other matters within the jurisdiction of other committees of the College. This policy reflects the College's commitment to the principles, goals, and ideals described in CLTCC's Mission Statement and its core values.

Any enrolled student has the right to file a grievance when he/she feels unjustly or improperly treated by the College or another student. The process set out here is not intended to initiate disciplinary actions against a member of the faculty, staff, or administration, or to alter College policy. In cases involving sexual harassment, discrimination on the basis of race, sex, creed, color, religion, sexual orientation, national origin, age, marital status, pregnancy, veteran's status, or disabling condition, etc., the Vice Chancellor of Student Services shall be responsible for receiving complaints.

Grievance Process & Procedures

- Investigation of the complaint by the student's Campus Dean;
- Review by an impartial grievance/hearing committee if warranted;
- An opportunity to present evidence both documentary and testimonial and to present evidence to the contrary;
- The right of the student to be counseled during the proceedings at the student's expense;
- A summary record of the hearing, to be kept by the campus for a period of three years, subject to provision of existing privacy and disclosure laws;
- A written recommendation by the hearing committee upon conclusion of the hearing;
- Right of appeal.

Mediation Procedures

1. Unless the respondent is a faculty member in whose class the student is currently enrolled, a student who wishes to make a complaint under these procedures must within ten (10) working days of the alleged incident either:
2. Request an appointment with the student's program Dean; or
3. Complete a Student Incident Report and provide that report to the student's program Dean.
4. Within five (5) working days of the student requesting an appointment of their Dean or receiving a completed Student Incident Report, the Dean meets with the complainant to discuss the alleged incident.
5. If in the opinion of the Dean a violation has not occurred, the Dean will inform the student and make a written record of the discussion he/she had with the complainant. The complainant may accept the decision of the Dean or file a formal grievance.
6. If the Dean finds that a violation of College policy may have occurred, he/she offers to:
7. Hold a Mediation Conference during which the complainant has an opportunity to discuss his/her complaint with the respondent, the respondent's supervisor, and the Dean (the Dean may also serve as the supervisor of the respondent and the mediator). Or;
8. Investigate the alleged incident and provide feedback to the complainant without holding a mediation conference. If the incident is deemed to be a potentially serious violation of CLTCC policy, the Dean will encourage the student to complete the online Student Grievance Form (<https://cltcc.forms-db.com/view.php?id=50036>) within five (5) working days. If the student completes the Student Grievance Form within the timeframe, the Dean will forward it to the appropriate grievance committee.

Mediation Conference

A mediation conference provides an opportunity for the complainant, the respondent, the respondent's supervisor, and Dean to discuss and attempt to resolve the alleged incident without a grievance hearing.

1. When the Dean has found that a violation might have occurred, and the respondent has accepted the offer of a mediation conference, the Dean establishes a day, time, and location for the conference. She/he notifies in writing, the complainant, respondent, and respondent's supervisor (the Dean may serve as the supervisor and the mediator) of the day, time, and location of the conference.
2. In addition, the Dean provides the respondent and his/her supervisor with a copy of the Student Incident Report, completed by the complainant, five (5) working days prior to the mediation conference.
3. If the respondent chooses not to attend the mediation conference, the Dean provides the student with a Student Grievance Form, encourages the student to complete and return the form within five (5) working days, and forwards it to the appropriate grievance committee.
4. If the respondent chooses to attend the Mediation Conference, and the complaint is resolved to the satisfaction of the complainant, the Dean notes the outcome in the files, and notifies the Vice Chancellor of Academic and Student Affairs.
5. If during the Mediation Conference, the complaint cannot be resolved to the satisfaction of the complainant, the Dean informs the complainant, that he/she has the option of filing a formal grievance.

Mediation without a Conference

The Dean follows the same procedures (and corresponding timeline) as outlined above for a Mediation Conference, but will not hold a face-to-face conference between the complainant and respondent.

In these situations, the complainant must complete the Student Incident Report, and the respondent is strongly encouraged to complete the Response to Student Incident Report.

Review Process:

	<i>Reviewing Committee/Entity</i>	<i>Review Date</i>	<i>Approval Date</i>
	<i>Chancellor</i>	<i>2/9/23</i>	<i>2/9/23</i>

Distribution:

Electronic: posted to College’s website and sent via email to College personnel