

Student Grievance Process

The procedures described in this section are open to any student seeking resolution for what he/she perceives to be unfair treatment in a student-to-student or student-to-employee interaction during his/her association with SCC. General grievance appeals concerning processes, disciplinary actions or alleged unjust or discriminatory treatment may be addressed through this process. Grade appeals are addressed through the Curriculum Grade Appeal Process. Grievances involving sexual harassment should be reported to the dean of student services. To report an incident, please review the [options for reporting](#) and select the one most appropriate for your needs. ([Procedure 2.07.1](#))

Informal Resolution

Within five (5) business days following the event in question, the grievant must discuss the grievance with the individual who is perceived to be the source of the concern.

Formal Resolution

Step 1: In the event the grievance is not resolved informally, the grievant must meet with the supervisor of the respondent individual against who said grievance has been filed, within five (5) business days of the informal resolution meeting, and submit, in writing, a detailed explanation of the events or circumstances relevant to the grievance. This explanation should fully describe all aspects of the grievance, so it can be reviewed at every stage of the grievance process. Any necessary or pertinent documentation relevant to the grievance should be submitted with the written explanation.

The supervisor has up to five (5) business days to conduct an investigation, which includes affording the respondent an opportunity to provide a written response to said grievance. The supervisor is responsible for forwarding his/her written decision and all supporting documentation to the dean of student services and the grievant. The grievant decision will be sent via official SCC e-mail system and the U.S. Postal Service.

Step 2: If the grievance is not resolved in Step 1, the grievant must contact the dean of student services/dean of the division in which the individual is assigned within five (5) business days of receipt of the response from the supervisor and request a meeting to discuss the grievance. The five-day period begins the day following the official SCC e-mail was sent by the supervisor.

After meeting with the grievant, the dean of student services/dean has up to ten (10) business days to conduct an investigation, which includes affording the respondent and the supervisor and/or student an opportunity to provide a written response to said grievance. The dean of student services/dean is responsible for forwarding his/her written decision and all supporting documentation to all parties involved. The grievant copy will be sent via the official SCC e-mail system and the US Postal Service.

Step 3: If the grievant or the respondent is not satisfied with the response from the dean of student services/dean, either individual may request a hearing by the Student Grievance Committee. The individual must complete a Request for Hearing form within five (5) business days from the date that the official SCC e-mail was sent. The request for a hearing must be made to the dean of student services. The dean of student services will convene the Student Grievance Committee.

Student Grievance Committee

The Grievance Committee is made up of one student from the student learning and innovation division and one student from the business careers and technical programs division appointed by the Student Government

Association, one SCC Ambassador appointed by the SCC Ambassador President, one faculty member appointed by the faculty council, one student services staff member appointed by the dean of student services or his/her designee.

Procedures for the Student Grievance Committee

No one can serve on the Student Grievance Committee if he/she has any involvement in the grievance. The dean of student services will schedule a hearing within five (5) business days of receipt of the Hearing Request form. Following the hearing, the committee will communicate the decision to the dean of student services and upon approval from the dean of student services, draft a response to the grievant within five (5) business days. If the committee's finding is not approved, the dean of student services will draft the response to the grievant. The decision of the Student Grievance Committee and dean of student services is final. The response will be sent to the grievant via the preferred method of communication. Copies of the decision will be provided to the president and all individuals involved in the grievance process.

Exceptions

All parties will receive written notification of any deviation from specified time frame.

During the Informal Resolution period, the following exceptions apply:

- If the vice president is the supervisor of the respondent, another vice president will be appointed by the president to serve as supervisor during Step 1.
- If the dean of student services is involved in the grievance, the individual should request a hearing through the executive vice president's office.
- If the grievance is against any dean other than the dean of student services, Step 2 will be omitted.
- In the event the grievance involves the president, the grievance form is forwarded to the president's executive assistant, who in turn forwards the grievance to the chair of the Board of Trustees.

The NCHERM Group Model Code Project, 2013.

The Southeastern Community College Code of Student Conduct is adapted from The NCHERM Group Model Developmental Code of Student Conduct and is used here with permission.