

Formal Resolution

Step 1: In the event that the grievance is not resolved informally, the grievant must meet with the supervisor/program director of the respondent individual against who said grievance has been filed, within five 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/program director has up to five 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 Vice President of Workforce and Community Development and the grievant. The grievant decision will be sent via official SCC e-mail, and documents will be sent by U.S. Postal Service.

Step 2: If the grievance is not resolved in Step 1, the grievant must contact the Vice President of Workforce and Community Development in which the individual is assigned within five business days of receipt of the response from the supervisor/program director and request a meeting to discuss the grievance. The five-day period begins the day following the official SCC e-mail that was sent by the supervisor.

After meeting with the grievant, the vice President has up to ten 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 vice President 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 vice President, either individual may request a hearing by the Student Grievance Committee. The individual must complete a Request for Hearing form within five business days from the date that the official SCC e-mail was sent. The request for a hearing must be made to the Vice President of Student Services. The Vice President of Student Services will convene the Student Grievance Committee.