

# Student Grievance Process – Workforce And Continuing Education

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. Grievances involving sexual harassment will be addressed by following the Title IX Harassment and Grievance Procedure. ([Procedure 2.07.01](#))

## Informal Resolution

Within five 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 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.

## Student Grievance Committee For Students Enrolled In Workforce Continuing Education Programs

The Grievance Committee for workforce continuing education issues is made up of two continuing education students, one continuing education instructor, and two continuing education staff persons. Appointments to the Workforce Continuing Education Grievance Committee are made by the President or his/her designee.

## The Decision Of The Student Grievance

If this document is not accessible, contact Disability Services at 910.788.6327, [disabilityservices@sccnc.edu](mailto:disabilityservices@sccnc.edu), or in A-124. 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

1. All parties will receive written notification of any deviation from specified time frame.
2. The following exceptions apply if the respondent is a Vice President or Dean. The Step 1 supervisor shall be another Vice President appointed by the President. Step 2 will be omitted in the event that the grievance is against a Vice President or dean. If the Dean of Student Services is involved in the grievance, the individual will request a hearing through the President's Office. In the event that 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.