

## **Student Grievance Policy and Procedures**

ABAC recognizes the importance of providing procedures for fair and equitable resolution of student grievances.

A grievance may not be filed in relation to administrative decisions regarding the routine operation of the College, including but not limited to the scheduling of classes, tuition and fee assessments, financial aid awards, reservation of facilities, or policies of the Board of Regents. There is a separate process for the appeal of grades, reinstatement of financial aid, academic exclusion, and matters which pertain to the Student Code of Conduct.

Resolution of grievances should be achieved at the lowest administrative level and in the most equitable way possible. The burden of proof rests with the student who claims a grievance. Students who elect to use the grievance process should not fear prejudice or reprisal for initiating the process or participating in its resolution.

### **Grievance Procedures**

1. A student who has a grievance should first seek to resolve the problem by discussion with the individual involved within five business days of the occurrence. If this informal means fails to resolve the problem, the student should discuss the grievance with the individual's immediate supervisor within five business days of the meeting with the individual involved.
2. The supervisor will meet with the student and will offer a solution to both the student and the individual involved. The supervisor will forward a written summation of the grievance and action taken to the appropriate chief administrator or vice president.

If the solution is satisfactory to both parties, no further action will be required. If the solution is not acceptable to the student, an appeal can be made within five business days.

3. Within five business days of the end of the Step 2 process, the student may appeal in writing to the appropriate chief administrator or vice president, i.e., the administrator who is responsible to the President of the college for the function in which the grievance has been filed. The chief administrator or vice president will meet with the student to determine the nature of the grievance. The chief administrator or vice president may ask for time to conduct an investigation to determine the merit of the case. If it is determined that the grievance has merit, a solution will be provided to both the student and the individual involved.

If the solution is satisfactory to both parties, no further action will be required. If the student is not satisfied, he/she may within five business days appeal in writing to the President. The chief administrator or vice president will forward a written summation of the grievance and reply to the President of the College.

4. Within five business days of the end of the Step 3 process, the student may appeal in writing to the President of the College. The President may choose to refer the grievance to a Student Grievance Hearing Committee. If the grievance is referred to the committee, the committee will review the case and make a recommendation to the President. The President will inform the student of the decision. The decision of the President will become the final decision on the grievance. There is no further appeal.

### **Procedure for Student Grievance Hearing Committee**

The committee shall be composed of one administrator, two faculty members, one staff member, and two students. The committee will be appointed by the President of the College on an as needed basis. A quorum will consist of at least five of the six members being present to hear the complaint.

The Student Grievance Hearing Committee shall establish its own procedures in accordance with the following stipulations:

1. Only committee members, parties to the action and their advisors, and witnesses testifying before the committee shall be permitted in the hearing.
2. At the hearing, the student with a grievance, appropriate College personnel, and witnesses for each party may testify and may be questioned by committee members.
3. A tape recording or other record of the hearing shall be preserved for reference and review until the case has been finally resolved.

After all evidence has been heard, the committee shall arrive at a decision. Only committee members who have been present for the entire hearing may vote on the case. A majority vote of qualified members shall constitute a decision.

Upon receipt of the committee's written recommendation, the President of the College shall render a final decision on the grievance.