

NORTHWEST VISTA COLLEGE
PROCEDURE

Procedure Number:	SS 7.1.1
Procedure Title:	Non-Academic Grievance

1. PURPOSE

- 1.1 This procedure defines the process followed by NVC for recording, addressing, and resolving non-academic grievances. The guidelines listed in this procedure ensure that grievances are addressed in a prompt, equitable, and consistent manner.
- 1.2 NVC faculty and staff work to resolve student grievances in an equitable and fair manner at the lowest level possible to provide resolution. Prior to initiating a formal non-academic grievance, the student should make a reasonable effort to resolve the problem with the person, or supervisor or the program, against whom the complaint is being made.

2. DEFINITIONS

- 2.1 A non-academic grievance may be filed by a student when there is clear and convincing evidence that a college official has treated the student unfairly through forms of discrimination, abuse and/or harassment.

3. Process

- 3.1 Student files a grievance with employee/supervisor through the online grievance form within 5 business days of the attempt at resolution with employee.
- 3.2 Employee responds to grievance within 10 business days of receipt of grievance. Employee provides next level supervisor information for student in the event the student wants to appeal the decision.
- 3.3 Student is satisfied response or student files appeal.
- 3.4 If student chooses appeal, student files written response to Supervisor within 5 business days of receiving decision.
- 3.5 Supervisor reviews information provided and determines to support decision or alternative outcome within 10 business days. Supervisor submits written response to student including next level supervisor information in the event the student wants to appeal. Student is satisfied with response or chooses to appeal to next level supervisor.
- 3.6 If student chooses to appeal, student files written appeal to the next level supervisor or Dean for Student Success.
- 3.7 Next level supervisor or Dean for Student Success reviews information provided and determines to support decision or provide alternative outcome within 10 business days. Supervisor/Dean for Student Success provides written response to student including appeal information. Student is satisfied with response or chooses to appeal to Vice President for Student Success or designee.
- 3.8 If student chooses to appeal, student files written appeal to the Vice President for Student Success or designee within 10 business days.

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3.9 The Vice-President for Student Success or designee reviews the information provided and renders a final decision in writing, within 10 days, to the student by the Vice President for Student Success. This decision is final, closed, and recorded in Non-Academic Grievance log maintained by the Dean for Student Success office or designee.

Contact for Interpretation: *Dean for Student Success*

Relevant Board Policy:	F.4.7 Non-Academic Grievances
Relevant SACSCOC Documents:	12.4 Student complaints
Originating Unit:	Student Success
Maintenance Unit:	Student Success
Implementation Date:	August 24, 2021
Revision Date:	August 24, 2021