

Student Complaints and Grievance Procedures

(AP 5530)

The purpose of this procedure is to provide a prompt and equitable means of resolving general student complaints and grievances. This procedure is available to any student who reasonably believes a college decision or action has adversely affected his or her rights as a student.

All complaints or grievances about general harassment and unlawful discrimination and sexual harassment are handled by the Director of Human Resources, who is the District's single point of contact for these issues. Please refer to AP3410, 3430, and 3435, for further information.

All complaints and grievances related to instructional issues including grade changes are handled by the Chief Instructional Officer. Please refer to AP 4231 for further information.

Grievance Procedure

General complaints and grievances begin with an informal and confidential discussion with the Chief Student Services Officer (CSSO), or in the case the CSSO is the subject of the complaint, the Chief Instructional Officer (CIO). The CSSO will then determine how the complaint or grievance will be resolved, and follow the process through resolution according to prescribed timelines. If any administrator (Superintendent/President, Chief Instructional Office, Director of Facilities/CTO, Director of Human Resources/EEO, Athletic Director, Chief Financial Officer) receives a written complaint for any reason, the CSSO must be notified to assure all timelines are met, and resolution is logged in the student complaint log.

Student must notify the CSSO in writing of their intent to file a written complaint or grievance within 6 months of the incident (s).

Student must file a written formal complaint within 30 working days of notifying the CSSO.

In order to maintain accurate records, Administrators who receive a written complaint/grievance must provide a copy of the complaint to the CSSO within 5 working days of receipt.

Upon receipt of a written complaint/grievance the CSSO or designee must complete an investigation and render a decision in writing to the student within 30 working days; OR in the case that this deadline cannot be met, the CSSO will notify the student in writing within 30 working days; OR, in the case the grievance/complaint is the responsibility of another administrator, assure that all timelines are met according to policy.

Reference: Education Code 75224(a), Title IX Education Amendments of 1972

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