

# Student Grievance

## I. Grievance Process Overview

In order to maintain a harmonious and cooperative environment between and among the College and its students, the College provides for the settlement of problems and differences through an orderly grievance procedure. Every student shall have the right to present their problems or grievances free from coercion, restraint, discrimination or reprisal. This Policy provides for prompt and orderly consideration and determination of student problems and grievances by College administrators and ultimately the President.

A grievance is any matter of student concern or dissatisfaction with the College's control except: (a) student discipline matters regarding academic and non-academic violations ([Policy 05.03.02 – Student Conduct](#)); (b) discrimination and unlawful harassment, including sexual harassment and sexual violence ([Policy 05.03.04 – Discrimination and Unlawful Harassment](#)); (c) a grade appeal ([Policy 05.02.05 – Grade Appeal](#)); or (d) any other matter that has a specific grievance process outlined in that policy or procedure.

## II. Internal Grievance Process

### 1. Informal Grievance – Step One

In the event the alleged grievance lies with an instructor/staff member, the student must first go to that instructor/staff member and attempt to informally resolve the matter. Both the student and instructor/staff member must have an informal conference to discuss the situation and document the attempts taken to resolve the grievance at this level.

In the event that the student is unsatisfied with the resolution reached at the informal conference, they may proceed to Step Two within five (5) business days after the informal conference. Not proceeding to Step Two within the time period will result in the grievance not being heard and the matter being closed.

If the grievance concerns issues unrelated to a particular instructor/staff member (for example, an issue with College policy), the student can skip the informal process and proceed to Step Two.

### 2. Formal Grievance – Step Two

If the grievance is not resolved at Step One (or, given the nature of the grievance, Step Two begins the process) the student may file a written grievance with the Vice President of Academic and Student Affairs ("Vice President"). The written grievance must contain, with specificity, the facts supporting the grievance and the attempt, if applicable, to resolve the grievance at the informal level.

The Vice President (or, depending on the nature of the grievance, another appropriate Vice President) shall review the written grievance and conduct whatever further investigation, if any, is necessary to determine any additional facts that are needed to resolve the grievance. The Vice President shall provide their written decision within ten (10) business days after receipt of the grievance.

In the event that the student is unsatisfied with the resolution reached by the Vice President, or if the initial grievance includes the Vice President, they may proceed to

Step Three within five (5) business days after receipt of the Vice President's written determination, or following the informal conference in the event of a grievance with the Vice President. Not proceeding to Step Three within the time period will result in the grievance not being heard and the matter being closed.

### **3. Appeal – Step Three**

If the student is not satisfied with the Vice President's determination, the student may appeal to the President. The appeal must be in writing, must provide a written summary of the specific facts and must contain any other documentation pertinent to the matter. The President will conduct an on the record review and conduct any further investigation that is necessary to ascertain the facts needed to make a determination. The President may, at their discretion, establish a committee to further investigate the matter and make a recommendation to the President.

At the conclusion of the investigation and not later than fifteen (15) business days after receipt of the student's appeal, the President shall provide a written decision to the student.

The President's decision is final

## **III. External Grievance Process**

### **1. North Carolina Community College System**

The College is a member of the North Carolina Community College (NCCC) System. If a student is dissatisfied with the result of a grievance within the College, the student may file a grievance with the NCCC System. The student must exhaust the College's internal grievance process prior to filing a grievance with the NCCC System. The contact information for the NCCC System Office is:

North Carolina Community College System Office  
200 West Jones Street  
Raleigh, NC 27603  
Telephone: 919-807-7100  
Website: <https://studentcomplaints.northcarolina.edu/form>

### **2. Southern Association of Colleges and Schools Commission on Colleges**

The College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). If a student is dissatisfied with the result of a grievance within the College, the student may file a grievance with the SACSCOC. The student must exhaust the College's internal grievance process prior to filing a grievance with the SACSCOC. The contact information for SACSCOC is:

Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)  
1866 Southern Lane  
Decatur, GA 30033  
Telephone: 404-679-4500  
Website: <https://sacscoc.org/>

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