Student may meet with instructor or staff over college issue

Student files "Student Complaints & Grievances" form with VP ASA Office

Administrator assigned to complaint or grievance will respond to student within 10 working days of receipt

Action taken on complaint or grievance (resolution or rejection)

Resolved with instructor or staff informally

A grievance must involve improper, unfair, or arbitrary application of policy or procedure

Student may be informed that their complaint does not constitute a grievance

Complaint or grievance closed (documentation retained in VP ASA Office)

Student files appeal of grievance decision with VP ASA Office

Appropriate VP responds within 10 working days of appeal receipt

Reconsideration of an appeals decision may only occur if new information emerges on the grievance case

Decision of President is final and binding

Appeals must be filed within 10 working days of receipt of the grievance decision

Appeal granted or rejected

Student files appeal of grievance decision with VP ASA Office

Appropriate VP responds within 10 working days of appeal receipt

Reconsideration of an appeals decision may only occur if new information emerges on the grievance case

Decision of President is final and binding

Appeals must be filed within 10 working days of receipt of the grievance decision

Appeal granted or rejected

A grievance must involve improper, unfair, or arbitrary application of policy or procedure

Student may be informed that their complaint does not constitute a grievance

Complaint or grievance closed (documentation retained in VP ASA Office)