6.5.1.1 STUDENT COMPLAINT PROCEDURE

Cleveland Community College is committed to mutual respect among all stakeholders of the College community. The College provides an equitable and orderly process to resolve grievances. A grievance exists in any situation in which students feel there has been a violation, misinterpretation, or misapplication of an existing College policy including complaints alleging discrimination or harassment on the basis of race, color, creed, national origin, sex, age, sexual orientation, disability, or other personal characteristics. A student who has a grievance against a faculty or staff member should take the following steps:

1. The student should first attempt to resolve the situation with the instructor or staff member with whom the alleged problem originated. An attempt should be made to resolve the matter at this level.

2. If the grievance is not resolved, the student may file a written grievance. A grievance form shall be made available to the student by the Vice President of Student Services. The Vice President of Student Services will then refer the grievance to the supervisor(s) involved. The supervisor shall respond to the student within ten (10) working days of receipt of the grievance form.

3. If the decision of the supervisor(s) does not satisfy the grievant, a request to appear before the Grievance Committee shall be made. Students should follow the appeal procedures listed under Non-Academic Appeal Procedures (6.5.5) or Academic Appeal Procedures (6.5.6) as appropriate.