

Title: Student Grievance Policy

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<input type="checkbox"/> Board Resolution:	93-032, 99-031, 19-031
<input type="checkbox"/> Last Revised	
○ Policy:	4/6/2022
○ Procedure:	4/6/2022
<input type="checkbox"/> Last Reviewed:	4/6/2022
<input type="checkbox"/> Effective:	02/08/2017
<input type="checkbox"/> Next Review:	4/2025
<input type="checkbox"/> Responsibility:	Academic Programs and SSEM

POLICY:

A Cecil College student who wishes to resolve a concern or complaint about an academic assessment or an interaction with a College faculty or staff member should first attempt to resolve the issue at its source with the faculty or staff member involved. Should such a resolution be impossible or impractical, the student may pursue the following procedures. These procedures are established to resolve the matter in a fair and timely manner.

PROCEDURE:

A. Academic Senate and the appropriate Senate Standing Committee will review and provide feedback on this policy/procedure every three years or as needed.

B. Grievance about Academic Assessment (Grade Appeal)

1. Adjustment to the process: No step here outlined may be ignored; however, in the event that a student has valid reasons for declining discussion with the instructor or chair, the student may write to the division dean detailing such reasons and requesting an exception to the process. This is the sole method for adjusting the grievance process about an academic assessment. The course faculty member has exclusive authority to assign grades for academic work in the course. Therefore, should a student believe that an assigned grade or evaluation rating is capricious or unfair, the student should discuss the matter with the faculty member immediately.
2. If the student believes that the concern has not been addressed adequately by the faculty member, the student may then seek the assistance of the department chair or the director of the program in an attempt to resolve the matter. The department chair must keep a written record of the student grievance and forward a copy of the student grievance to the appropriate dean to be filed in the Academic Programs office.
3. Seven business days after the student has contacted the department chair/program director the student may seek the assistance of the division dean if the student believes that the concern has not been adequately addressed.
4. After investigation, a response to the student's written complaint will be prepared by the dean within seven business days of receipt of a complaint. With the exception of course failure or removal of a student from a program of study, all decisions of the division dean

are final. If the student believes that the dean's response related to a course failure or removal from a program has not addressed the concern, only then should the student seek the assistance of the vice president for academic programs. The vice president should be contacted in writing. Correspondence with the vice president must include details of compliance with the process as outlined above and be received within five days upon receiving the dean's response.

5. The written decision of the vice president or his/her designee(s) shall be final.
6. All complaints regarding academic integrity should follow the academic integrity policy and process.

C. Grievance about Faculty Interactions with a Student

1. Adjustment to the process: No step here outlined may be ignored; however, in the event that a student has valid reasons for declining discussion with the instructor or chair, the student may write to the division dean detailing such reasons and requesting an exception to the process. This is the sole method for addressing a grievance regarding faculty interactions..
2. Should a student have a concern about the actions, inactions or comments of a faculty or instructional staff member, the student should discuss the matter with the instructor or instructional staff member immediately to try to resolve the matter. If the student is unable to discuss the matter with the faculty member, the student should seek the assistance of the department chair or dean. If the student's concern is related in any way to sexual misconduct, the student should review the Student Sexual Misconduct Policy and contact the Vice President of Student Services and Enrollment Management who serves as the College's Title IX Coordinator.
3. If the student believes that the concern has not been addressed adequately by the instructor or instructional staff member, only then should the student seek the assistance of the department chair/director/supervisor in an attempt to resolve this matter. The department chair must keep a written record of the student grievance and any response or communication related to the grievance. A copy of the grievance and any response or communication related to the grievance must be forwarded to the appropriate dean as well.
4. Seven business days after contacting the department chair/director/supervisor the student may seek the assistance of the academic dean if the student believes that the concern has not been adequately addressed.
5. After investigation, a response to the student's written complaint will be prepared by the dean within seven business days of receipt of a complaint. If the student believes that the dean's response has not addressed the concern, only then should the student seek the assistance of the vice president for academic programs. The vice president should be contacted in writing. Correspondence with the vice president must include details of compliance with the process as outlined above and be received within five days upon receiving the dean's response.
6. The written decision of the vice president or his/her designee(s) shall be final.

D. Grievance about Staff Interactions with a Student

1. Adjustment to the process: No step here outlined may be ignored; however, in the event that a student has valid reasons for declining discussion with the staff member, the student may write to the division supervisor detailing such reasons and requesting an exception to the process.
2. Should a student have a concern about the actions, inactions or comments of a non-instructional staff member, the student should discuss the matter with the staff member immediately and try to resolve the matter. If the student is unable to discuss the matter with the staff member, the student should seek the assistance of the director or supervisor. If the student's concern is related in any way to sexual misconduct, the student should review the Student Sexual Misconduct Policy and contact the Vice President of Student Services and Enrollment Management who serves as the College's Title IX Coordinator.
3. If the student believes the concern has not been addressed adequately by the staff member, the student may then seek the assistance of the director/supervisor in an attempt to resolve this matter. The director/supervisor must keep a written record of the student grievance.
4. If after seven business days from initial contact of the director/supervisor the student believes that the concern has not been addressed adequately, then the student may seek the assistance of the director of student life.
5. After investigation, a response to the student's written complaint will be prepared by the director of student life within five business days of receipt of a complaint. If the student believes that the director of student life's response has not addressed the concern, only then should the student seek the assistance of the vice president for student services. The vice president should be contacted in writing. Correspondence with the vice president must include details of compliance with the process as outlined above and be received within five days upon receiving the director's response.
6. The written decision of the vice president for student services or his/her designee(s) shall be final.

Grievance about Interactions with a Fellow Student

1. If a student has a concern about the actions, inactions or comments of a fellow student, the student should discuss the concern with the director of student life who will then make the determination if the complaint falls under the Student Code of Conduct or the Sexual Misconduct Policy and will advise the students on next steps.

**Once a student has exhausted the above procedures, he or she may contact the Maryland Higher Education Commission at 410-767-3301 or*

https://mhec.maryland.gov/institutions_training/Pages/career/pes/complaint.aspx