

PALO ALTO COLLEGE COLLEGE PROCEDURES

Procedure Number: S 28.0
Procedure Title: Student Initiated Non-Academic Grievance
Relevant Board Policy: [F.4.7 Non-Academic Grievances](#)
Relevant Board Procedure: [F.4.7.1 Non-Academic Grievances](#)
Originating Unit: Dean of Student Success
Maintenance Unit: Vice President of Student Success

- I. Purpose: To delineate a process for students to initiate a non-academic grievance when they feel they have not been treated fairly by college employees.

Note: More information on Student Non-Academic Grievances can be found in the Board Policy [F.4.7](#) and [F.4.7.1](#).

II. Procedure Statement:

- A. If a student feels that he or she has received discriminatory or unfair treatment, unrelated to academic matters, from a college staff member or official, he or she may file written grievance (see [F.4.7.1 \(Procedure\) Non-Academic Grievances](#)) with the direct supervisor of the College employee. The supervisor will review all documentation and meet with all parties involved. The direct supervisor will have five (5) business days to affirm or deny the grievance.
- B. If the student or the College employee is dissatisfied with the decision of the direct supervisor, he or she may appeal to the second level supervisor of the College employee within five (5) business days. In addition to all previously submitted documents, the student or employee must provide a brief statement justifying the appeal.
- C. The second-level supervisor will review all documentation and meet with all parties involved. The second level supervisor will affirm or deny the grievance within five (5) business days.

If the student or the College employee is dissatisfied with the decision of the second-level supervisor, he or she may appeal to the appropriate Vice President or designee within ten (10) business days. In addition to all previously submitted documents, the student or employee must provide a brief statement justifying the appeal.

- D. The decision of the appropriate Vice President is final.
- E. If at any time, a student does not submit the grievance form or provide important information so that the process may begin or continue, the student will be notified via email that the matter will close within 10 business days if no response is received. Notification will come from the employee reviewing the grievance.

Attachment:
Student Non-Academic Grievance Form

Issued: January 29, 2011

Approved: Ana M. Guzman
President

Updated: September 5, 2017

Approved: (signed: Dr. Mike Flores)
President