

STUDENT NON-ACADEMIC GRIEVANCE PROCEDURE

The SSC-GCTC PTA Program will adhere to the Student Non-Academic Grievance Procedure as stated in the SSC Student Handbook.

“Complainant” is defined as the person who is filing a complaint or grievance. “Respondent” is defined as the person against whom the complaint is being filed. When a student has a non-academic based complaint that a violation of SSC policy, procedures or values has occurred, he/she should follow the procedure outlined below. If satisfaction is not achieved at one step in the procedure, the complainant may move on to the next step. All steps must be followed in the order presented. Ultimately, a complaint must be placed in writing and signed by the complainant.

STEP 1: If feasible, the complainant should attempt to discuss the problem with the respondent. Perceived problems are often misunderstandings generated by faulty information or miscommunication. Involvement of a neutral third party or mediator is recommended in most cases. The complainant may want to consult with his/her advisor or the Dean of Student Services in this regard. If the specific circumstance makes Step 1 inappropriate, or if the complainant does not feel comfortable communicating with the respondent, he/she may proceed to step 2.

STEP 2: Visit with the immediate supervisor of the respondent if the complaint involves a member of the College staff. If the complaint involves another student, visit with the Dean of Student Services.

STEP 3: If consultation with the supervisor/Dean does not resolve the problem, the complainant should consult the Vice President for Student Affairs (VPSA). The VPSA will hear the complaint and render a decision. At his/her discretion, the VPSA may convene a committee to hear the grievance and make a recommendation on resolution to the VPSA.

STEP 4: An appeal of the decision rendered by the VPSA may be made in writing to the President of SSC within seven business days after notification of the VPSA's decision. The President may exercise discretion as to whether or not to hear the appeal or make a decision on the appeal which may be one of the following:

1. Refuse to hear the issue due to lack of sufficient reason for the appeal;
2. Uphold the decision of the Vice President for Student Affairs;
3. Modify the decision of the Vice President for Student Affairs;
4. Take other action as deemed appropriate.