



**Community Colleges
of Spokane**

STUDENT CONCERNS PROCEDURE Informal Guidelines For Addressing Student Concerns for Faculty

The following steps are to be followed by the student when seeking review of an informal concern involving a faculty member of Community Colleges of Spokane. The student is asked to remember:

1. This is an informal process, requiring no paperwork or forms. The intent is to establish a dialogue between the student and the faculty member that results in resolution of the concern.
2. Concern(s) must be initiated within ten (10) instructional days of the start of the quarter following the quarter during which the alleged action(s) occurred. An informal concern may be initiated in summer quarter if the faculty member and student mutually agree.
3. The review of concern(s) must proceed from the lowest level of review to higher levels of review.
4. The student will make reasonable effort to complete the informal concern process within twenty (20) instructional days. The student has a right, with advance notice, to a supporter* during any meeting.
5. At any point during the informal process the department chair and/or dean may call an informal meeting between the student and faculty to attempt resolution.
6. Group concerns will not be considered.

Step 1: The student communicates with the faculty member with whom they have the concern and describes the concern. The faculty member has five (5) instructional days to respond after hearing the student's informal concern. There is no need for further action if the concern is resolved at Step 1.

Step 2: If the informal concern is not resolved at Step 1, the student next speaks with the faculty member's department chair. The department chair will first ascertain if the student made attempts to contact the faculty member for step one resolution. If so, then the chair will attempt to facilitate an acceptable resolution between faculty member and student. The chair will have 5 instructional days to respond after hearing the student's informal concern. There is no need for further action if the concern is resolved at Step 2.

Step 3: If the informal concern is not resolved at Step 2 and or is determined by the faculty member's dean to be appropriately advanced to this step** the student next speaks with the dean. Upon the dean determining that appropriate steps were followed, the dean will attempt to informally resolve the concern. The dean will respond to the student within ten (10) instructional days of receiving the concern; the dean will inform the faculty member and department chair of the response. If the concern cannot be resolved at this informal level and the issue warrants formal action, the student may proceed to the Formal Process for Addressing Student Complaints.

Special Circumstances: If at any point during the concern process it's determined the concern may involve violation of federal/state law or Board policy, the concern may be forwarded to the appropriate office.

*Supporter is a non-employee who provides support to the complaining student but otherwise does not speak or provide legal counsel on the student's behalf.

**The student may initiate the informal concern directly at Step 3 provided the cause for the student not proceeding through Step 1 and Step 2 is ascertained and found credible by the dean.

Formal Student Complaint Process: If a student concern has not been resolved to the student's satisfaction following the informal resolution process, the student may file a formal complaint utilizing the *Formal Student Complaint Form for Faculty*. The form must be submitted to the dean's office within ten (10) instructional days of the dean's Step Three response. Failure to do so causes the complaint to be denied as untimely.