



## **STUDENT CONCERNS PROCEDURE Informal Guidelines For Addressing Student Concerns for Non-Faculty Employees**

The following steps are to be followed by the student when seeking review of an informal concern involving a non-faculty employee 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 employee's supervisor 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.
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 supervisor or appropriate administrator may call an informal meeting between the student and non-faculty employee to attempt resolution.
6. Group concerns will not be considered.

**Step 1:** The student communicates with the supervisor of the employee with whom they have the concern and describes the concern. The supervisor will attempt to facilitate an acceptable resolution between the employee and student. The supervisor has five (5) instructional days to respond after hearing the student's 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 or is determined by the employee's dean or appropriate administrator/supervisor to be appropriately advanced to this step, the student next speaks with the appropriate administrator or supervisor. Upon the administrator or supervisor determining that appropriate steps were followed, the administrator or supervisor will attempt to informally resolve the concern. The administrator or supervisor will respond to the student within ten (10) instructional days of receiving the concern and they will inform the employee and supervisor 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 is 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 student complainant but otherwise does not speak or provide legal counsel on the student's behalf.

**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 Non-Faculty Employees*. The form must be submitted to the appropriate administrator or supervisor's office within ten (10) instructional days of the administrator or supervisor's Step Two response. Failure to do so causes the complaint to be denied as untimely.