

	POLICY TITLE: COMPLAINT/GRIEVANCE PROCEDURE- GENERAL
Purpose of Policy:	To establish a formal process for the resolution of complaints/grievances regarding college-related issues
Scope:	<input checked="" type="checkbox"/> Faculty <input checked="" type="checkbox"/> Staff <input checked="" type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Other
Committee(s) Responsible:	Student Services
Location of Policy:	GSC College Web Site.
Attachments:	None
Forms Location:	None
Related Policies:	Complaint/Grievance Procedure-Disability; Complaint/Grievance Procedure-Student-on-Student Sexual Misconduct, Domestic Violence, Dating Violence or Stalking
Legal Review	06/28/2017
Date Approved by Committee:	03/01/2017
Prior Review Dates:	07/30/2015; 09/09/2016
Next Review Date:	01/2018
Date Policy Effective:	07/01/2017
Final President Approval:	07/01/2017

GSC supports you in your right to file a grievance concerning College-related issues arising from perceived unfair application of policies and procedures, for any reason.

Issues regarding judgment of professional practice may not be grieved. (For example: Judgment of the “Best” answer of a test question or the judgment of professional practice clinical observation.)

Filing a Grievance:

Before filing a written grievance, students are encouraged to discuss their concerns in a pre-grievance meeting with the college administrator in an effort to seek an informal resolution to the situation at issue.

If a matter cannot be resolved informally or if the student prefers to file a formal grievance, a written grievance must be submitted to the College Compliance Officer or a non-involved Dean. The informal resolution process is strictly voluntary and is not a prerequisite to filing a formal grievance.

Contact Information:

Dr. Linda A. Hayes
College Compliance Officer Office: 872.44
Email: Linda.hayes@email.gsccollege.edu or Linda_hayes@trihealth.com
Phone: 513.862.3571; Fax: 513.862.3572

Grievance Procedure:

Step 1: All grievances shall be written and submitted to the College Compliance Officer [Dr. Linda A. Hayes] or a non-involved Dean within 15 business days of the date that the conflict or issue arises. All written grievances shall include the following: (1) the name, addresses, and, phone number of the grievant; (2) a detailed description of the alleged unfair application of policies and procedures; and (3) the specific relief the grievant is requesting through the grievance procedure.

If the College Compliance Officer is alleged to be central to the grievance, the College Compliance Officer will be recused from the grievance process and a non-involved Dean will perform all duties assigned to the College Compliance Officer.

Step 2: Upon receipt of the grievance, the College Compliance Officer or non-involved Dean will contact the grievant within three business days to coordinate a meeting between the student and the college administrator/Dean responsible for the area where the conflict is occurring for a formal discussion of the grievance. If the college administrator/Dean and the grievant are unable to resolve the grievance at issue, the college administrator/Dean will issue a written response to the grievance within seven business days of the meeting. The meeting and any discussion are not mandatory. The grievant may decline the invitation for the meeting and request that the college administrator/Dean issue a written response to the grievance within seven business days of the grievant's request.

Step 3: The student's grievance and the college administrator/Dean's written response will be submitted to a Grievance Committee. The Grievance Committee will consist of the College Compliance Officer/non-involved Dean acting as an ex officio non-voting chair of the committee and three (3) GSC faculty members, two (2) chosen by the grievant, and one (1) randomly selected from a defined pool of faculty members. The grievant will promptly be notified of the Grievance Committee's composition.

Step 4: The Grievance Committee (or the Committee's designee) will conduct a prompt and impartial investigation into the grievance. The investigation shall allow the grievant and other interested parties to identify witnesses to be interviewed and/or submit evidence pertinent to the grievance. The Grievance Committee will make every effort to maintain the confidentiality of the investigation.

The Grievance Committee will issue a written decision within fifteen business days after the grievance and the college administrator/Dean's written response is submitted to the Grievance Committee.

Step 5: If the grievant is not satisfied with the Grievance Committee's decision, the grievant may appeal the decision by submitting a written appeal to the Dean of the area in which there is a conflict. The Dean will issue a written decision in response to the appeal no later than fifteen (15) business days after the appeal is submitted. The Dean's decision shall be final.

In the event that GSC finds that any student has suffered discrimination or harassment, GSC will take immediate measures to remediate and/or correct the discrimination or harassment. Any individual who is subject to such discrimination or harassment will be notified of GSC's measures to remediate and/or correct such conduct.

GSC prohibits retaliation against anyone who files a grievance or otherwise complains or seeks any resolution of any conflict. This prohibition of retaliation similarly extends to anyone who has testified, assisted, or participated in any manner in an investigation, proceeding, or hearing relating to a grievance or complaint under this section.

All documents, witness statements, evidence, and written submissions associated with a grievance under this section will be confidentially maintained, to the extent permitted by law, in the student's electronic college record. Any request by a student to review the documents, witness statements, evidence, and written submissions associated with his or her grievance under this policy should be submitted to the College Compliance Officer/non-involved Dean.

Clarifications:

1. Any time limits herein specified are a guide for the process and are exclusive of holidays and vacations of the involved student and/or College personnel.
2. At the end of each step, the decision must be documented in writing and distributed to all parties involved.
3. The student and/or College personnel may be accompanied at any time by another student, faculty or staff member of the College as a support person and/or to assure the process is followed. This individual may not act as a representative for the student and/or College personnel and is an observer only.
4. When a grievance involves disciplinary probation, suspension or dismissal of the student, the student shall not be permitted to attend classes/clinical until the grievance is resolved. If the decision is in favor of the student, the student shall be reinstated to regular status immediately on the next regularly scheduled school day. The student shall be responsible for all make-up work to the satisfaction of his/her faculty member(s) at the time of reinstatement.
5. In the case of a non-educational grievance or a grievance involving a Dean, the President will serve in Step 5.
6. The role of the College Compliance Officer in all grievance or appeals panels and processes is as an ex officio impartial non-voting member to assure all policies and procedures of the college are adhered to and that each individual's complaint is handled in a fair and equitable manner. This includes providing guidance to students in the filing of a complaint/grievance

and their rights and responsibilities; investigation of facts; and guidance to deciding panels regarding their role, responsibilities, and authority, and the fair hearing of all the parties involved.