



## Harford Community College General Grievance Process for Students

### *Introduction*

The purpose of the General Grievance Process for Students is to provide a clearly stated, timely, and accessible method of recourse to students who feel that a particular action or series of actions on the part of Harford Community College or its employees has violated reasonable, accepted, or stated institutional practices and standards. Student grievances appropriate to this policy include, but are not necessarily limited to:

- concerns regarding ethical or professional behavior of employees;
- arbitrary or unreasonable application of current College policies; and
- perceived violations by College employees of accepted rights of students in institutions of higher learning such as the right to free expression and the right to assemble.

This process is intended to be investigative rather than adversarial and is not to be used when the grievance involves an alleged violation of the Student Code of Conduct, Sexual Harassment and Misconduct Policy, Nondiscrimination Policy, or to appeal other institutional actions/policies which possess their own appeal process. Refer to the HCC College Catalog for these procedures. Harford Community College responds to student complaints by making modifications and improvements on policies and procedures as necessitated by the circumstances and outcomes of individual complaints.

### *Procedures*

Preceding Step 1, a student may consult with the Associate Vice President for Student Development or Enrollment Services or an Academic Dean to clarify the issues involved and identify the appropriate system for redress of the grievance. If the student decides to proceed with the grievance process, he/she must adhere to the following procedures as outlined below. Time limits may be extended by the supervisor with the jurisdiction over the grievance.

**Step 1:** Within ten (10) work days\* of the occurrence of the issue/incident, the student must discuss the issue/incident being grieved with the appropriate employee to seek resolution.

**Step 2:** If the issue is not resolved, the student may proceed with the grievance by completing the "Student General Grievance Form" and submitting it as directed to an immediate supervisor within five (5) work days of completing Step 1.

**Step 3:** Within seven (7) work days of receipt of the form, and to ensure a full understanding of all perspectives, the supervisor or designee will: (1) discuss the issue with any involved employees and request a written account of the incident; and (2) meet with and discuss the grievance with the student. The supervisor or designee may also call a meeting with other parties to assist in resolution.

Within seven (7) work days of the meeting with the student, the supervisor or designee will inform the student and the employee in writing of the decision.

**Step 4:** If the issue is not resolved, the student may then appeal the decision in writing to the next level supervisor within five (5) work days of the immediate supervisor's decision by sending a copy of the completed "Student General Grievance Form" to the next level supervisor.

**Step 5:** Upon receipt of the written appeal, the next level supervisor will review the matter and make a final decision regarding the grievance, which will be communicated in writing to the student, any involved employees, and immediate supervisor within ten (10) work days of receipt of the written appeal. This decision is final and ends the appeal/grievance process for the student.

\*A work day is defined as a day when the College is open and does not include weekends or holidays when the College is closed.

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# Student General Grievance Form

This form is to be used in the General Grievance Process for Students as noted in the College Catalog and OwlNet. Within ten (10) work days of the occurrence of the issue/incident, the student must discuss the issue/incident being grieved with the employee most closely involved to seek resolution. If resolution is not reached at this level, the student must complete this Grievance Form and submit it as directed to the employee's immediate supervisor or to the appropriate unit supervisor within five (5) work days. This written documentation allows for clarity and consistency in reviewing each particular situation. Harford Community College responds to student complaints by making modifications and improvements on policies and procedures as necessitated by the circumstances and outcomes of individual complaints.

Student Name: \_\_\_\_\_

Student H ID#: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Harford Email Address: \_\_\_\_\_

Name of employee, policy, or procedure about which I am filing this grievance: \_\_\_\_\_

Date of meeting with employee involved in grievance: \_\_\_\_\_

Please describe your grievance including details about what happened and when; use additional paper if necessary.

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Specific results you would like to see achieved through this process:

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Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

PLEASE NOTE: This process is not to be used when the grievance involves an alleged violation of the Student Code of Conduct, Sexual Harassment and Misconduct Policy, Nondiscrimination Policy, or to appeal other institutional actions/policies which possess their own appeal process. If it is determined that the grievance is covered by its own appeal process, a copy of the grievance will be forwarded to the appropriate representative within seven (7) work days.

Complete and return this form to, and schedule a meeting with, the immediate supervisor of the employee involved with this issue.  
Note: a supervisor may be a manager, coordinator, director, dean, assistant/associate vice president, or vice president

**\*\*This side for college staff use only – attach additional pages if needed\*\***

Please forward completed form with copies of any written communication between student and employee(s) to Associate VP for Student Development, Dr. Diane Resides, Student Center, Rm. 254.

Name (Immediate Supervisor of Employee): \_\_\_\_\_

Date(s) of meeting(s) with student, employee, and/or others involved: \_\_\_\_\_

Notes (use additional paper if necessary and attach all applicable materials):

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Grievance supported/resolved (file all documents with AVP for Student Development)

Grievance not supported/not resolved (forward all documents to your supervisor)

Signature (Immediate Supervisor): \_\_\_\_\_

Date: \_\_\_\_\_

Date file forwarded to next level supervisor or AVP for Student Development: \_\_\_\_\_

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Name (Next Level Supervisor): \_\_\_\_\_

Date(s) of meeting(s) with student, employees, or others involved: \_\_\_\_\_

Notes: (use additional paper if necessary and attach all applicable materials): \_\_\_\_\_

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Grievance supported/resolved (file all documents with AVP for Student Development)

Grievance not supported/not resolved (file all documents with AVP for Student Development)

Signature (Next Level Supervisor): \_\_\_\_\_ Date: \_\_\_\_\_