

Policy: Student Complaint/Grievance Procedures	Number: 810.01
Date Revised: 09-01-17	Supersedes:
Cross Reference: N/A	Issued: 09-01-03

Ingram State Technical College recognized that in order to efficiently and effectively carryout its mission, its employees and students must feel confident that any valid complaint or grievance concerning the college will be promptly addressed by the appropriate authorities. Therefore, the following procedures, for resolving such complaints and grievances, have been adopted.

I. INITIAL STEPS TO RESOLVE A COMPLAINT

A. Students

Any student of Ingram State Technical College who wishes to make a complaint concerning the college shall report that complaint in writing to the Dean of Student Services. If, after discussion between the student, the instructor, and the Dean, or his/her designated representative, it is determined that the complaint can be resolved immediately; action will be taken to resolve or initiate action which will result in the resolution of, the complaint, and the dean will submit a report within ten (10) working days of the filing of the report to the President and other appropriate college officials designated by the student detailing the complaint and its resolution.

B. Plan of Resolution

If the student's complaint cannot be resolved immediately, but requires instead a "plan of resolution" the college official to whom the complaint was made shall submit a written report to the President, the Grievance Coordinator, and such other appropriate college official(s) as the President shall designate. The report shall be submitted within ten (10) working days of the complaint and shall detail the complaint and the plan to resolve it. Should the President, Grievance Coordinator, or the designated official wish to assist in submitting the report, they may do so or instruct the submitting official of his/her intention.

II. GRIEVANCE PROCEDURE

If any student complaint is not, or cannot be, resolved at the first level of supervision, as described above, such an unresolved complaint shall be termed a "grievance." A student who submits a complaint to the appropriate College official as described above, and who is not informed of a satisfactory resolution, or plan of resolution, or the complaint within ten (10) working days, shall have the right to file with the college's Grievance Coordinator a written statement detailing the grievance.

The written grievance shall be filed using the college's approved Grievance Form, provided by the Grievance Coordinator, and shall include at least the following information:

- Date the original complaint was reported;
- Name of person to who the original complaint was reported;
- Facts of the complaint; and
- Action taken, if any, by the receiving official to resolve the complaint.

The grievance statement may also contain other information relevant to the grievance which the grievant wants considered by the grievance coordinator. If the grievance involves a claim of discrimination based on sex, race, age, national origin, religion, or disability, the complaining party should state with particularity the nature of the discrimination and if known, a reference to any statutes, regulations, or policies which the the within thirty (30) days of the occurrence of the alleged discriminatory act, or of the date on which the grievant knew or should have known of the alleged act(s).

If the appeal is not filed by the close of business on the fifteenth day following the grievant receipt of the report, the grievant right to appeal shall be forfeited.

The Grievance Coordinator will submit a report stating the facts as determined by the Coordinator. If either party requests a hearing, one will be scheduled unless the Coordinator determines that there is not dispute of any material fact. If a hearing is conducted, a report of factual findings and conclusions will be submitted by the committee chairperson, within thirty (30) days of the filing of the grievance, in accordance with the procedures stated below, unless the parties agree in writing to a longer period or unless the circumstances are such that the report cannot be reasonably made within thirty (30) days, in which case the report will be submitted as soon as practical.

Rules of Evidence

The hearing committee chairperson shall make the participants aware that the rules relating to the admissibility of evidence for the hearing will be similar to, but less stringent than, those which apply to civil trials in the Circuit Courts of Alabama. Generally speaking, irrelevant or immaterial evidence and privileged information (such as personal medical information or attorney-client communications) shall be excluded. However, hearsay evidence and unauthenticated documentary evidence may be admitted if the chairperson determines that the evidence offered is of the type and nature commonly relied upon or taken into consideration by a reasonable, prudent person in conducting his/her affairs. In the event of an objection by any party to any testimony or other evidence offered at the hearing, the chairperson shall have the authority to rule on the admissibility of the evidence, and this ruling shall be final and binding on the parties.

V. APPEAL TO THE ALABAMA COMMUNITY

If, after exhausting all available institutional processes, a student's complaint remains unresolved, the student may appeal to the Alabama Community College System using the System's official Student Complaint Form, which is available in the Student Advisement

Office at each instructional site and available online at the ACCS website (www.accs.edu). Students may submit completed and signed complaint forms and then either (1) scan it and email to complaints@accs.edu or (2) mail to:

Alabama Community College System

Attention: Division of Academic and Student Affairs

PO BOX 302130

Montgomery, AL 36130-2130