

WAC 132X-60-080 Student complaints. The purpose of these procedures is to establish a process where a student may express and resolve misunderstandings or complaints with any college employee or procedure in a fair and equitable manner.

A complaint is any expression of dissatisfaction with the performance of a college employee or procedure. The student who has a complaint about an action of a college employee should use the following procedure:

Nonacademic complaints

(1) Initiating an informal nonacademic complaint:

(a) The student complainant and the college employee should make a good faith effort to resolve the complaint on a one to one basis within fifteen calendar days from the date of the complaint. In the event of absence from campus by the employee or if the student feels that he/she cannot meet face-to-face with the employee, the student may contact the organizational unit administrator for advice on how to proceed with the complaint.

(b) If the student determines that a complaint cannot be resolved appropriately with the employee concerned, the student may contact the organizational unit administrator of the employee to facilitate a solution to the complaint.

(c) If a complaint filed with the appropriate organizational unit administrator has not been resolved, the student may proceed with a formal complaint.

(2) Proceeding with a formal nonacademic complaint:

(a) Office to address: Complaints regarding an instructional employee, procedure or rule shall be addressed to the vice president for instruction or designee. Complaints regarding an administrative services employee, procedure or rule shall be addressed to the vice president for administrative services or designee. Complaints regarding a student services employee, procedure or rule shall be addressed to the vice president for student services or designee. Complaints regarding all other employees, procedures or rules shall be addressed to the chief human resources officer.

(b) The vice president/chief human resources officer/designee shall discuss with the student the concerns and options available to resolve the concern. If the student should elect to proceed with the formal complaint the student must outline in writing the complaint, identifying dates and persons involved.

(c) The student's written complaint shall be forwarded to the employee concerned who shall provide a written response to the vice president/chief human resources officer within ten calendar days.

(d) The vice president/chief human resources officer/designee shall provide a written response to the student within ten calendar days of the receipt of the employee response or the complaint concerning a procedure or rule.

(e) Action taken by the vice president/chief human resources officer/designee may be appealed to the president in writing within ten calendar days. The decision of the president is final.

(3) Academic complaints: Students with an academic complaint including, but not limited to, grade disputes, should contact the faculty member within ten calendar days of the incident and attempt to resolve the issue(s). If unable to resolve the issue(s), the student should contact the appropriate dean or director within ten calendar days of contact with the faculty. If still unable to resolve the issue(s), the student should contact the supervising vice president

within ten calendar days within contacting the dean or director. The decision of the vice president shall be final.

(4) Discrimination complaints: Students who believe they have been discriminated against, including sexual harassment, may pursue an institutional complaint under the procedures outlined in the South Puget Sound Community College nondiscrimination policy and discrimination complaint/grievance procedures and/or may pursue other remedies provided by law. Procedures for filing discrimination complaints, other than those related to disability discrimination or denial of accommodations, may be found at <http://www.spscc.ctc.edu/getting-to-know-us/policies>.

Procedures for filing disability discrimination complaints or denial of accommodations are addressed by the South Puget Sound Community College procedures and appeals process for accommodating students with disabilities and disability discrimination complaints. Those procedures may be found at <http://www.spscc.ctc.edu/getting-to-know-us/policies>.

[Statutory Authority: Chapter 28B.50 RCW and RCW 42.56.040. WSR 12-03-093, § 132X-60-080, filed 1/17/12, effective 2/17/12. Statutory Authority: RCW 28B.50.140(13). WSR 00-05-023, § 132X-60-080, filed 2/8/00, effective 3/10/00. Statutory Authority: RCW 28B.50.140. WSR 88-21-071 (Order 88-1), § 132X-60-080, filed 10/18/88.]