



STUDENT GRIEVANCE (RCTC Policy 3.8)

A Rochester Community and Technical College student has the right to seek a remedy for a dispute or disagreement through the Rochester Community and Technical College student complaint/grievance process. Students are encouraged to use available informal means to have decisions reconsidered before filing a complaint or grievance. A student is defined as an individual, group of students, or the student government.

Part 1. Definitions: A complaint is an informal claim by a student alleging improper, unfair, arbitrary, or discriminatory treatment. A complaint may constitute a grievance, if not mutually resolved. Any student or group of students may present or discuss a complaint with the employee(s) whose actions give rise to the complaint, and/or with the supervisor to whom the employee(s) report(s). The student may have a representative in attendance during this meeting.

A grievance is a written claim raised by a student, alleging improper, unfair, arbitrary, or discriminatory action by an employee involving application of a specific provision of a MnSCU/RCTC policy or procedure.

Part 2. Complaints: A student may complain concerning any Rochester Community and Technical College issue, and discuss it with the appropriate employee(s), and/or the supervisor to whom the employee(s) report(s). Complaints that are not resolved through this informal process may be advanced to the grievance process.

Part 3. Grievance Process:

Step 1. If a complaint is not resolved through informal discussion, the student may then file a written grievance on the official grievance form available in the Vice President of Academic Affairs or the Vice President of Student Affairs offices. The grievance shall be submitted to the supervisor of the employee whose action gives rise to the grievance. No grievance shall be considered or processed unless it is submitted within 20 school days after the occurrence of the event giving rise to the grievance. The written grievance shall set forth the nature of the grievance, the facts on which it is based, the alleged violation, and the remedy sought. The supervisor shall discuss the grievance within five school days with the student at a time mutually agreeable to both parties. If at this meeting a settlement is reached it shall be reduced to writing and signed by the supervisor and the student. If no agreement is reached, the supervisor shall give written answer to the student within five school days. In either case, a copy shall be given to the Rochester Community and Technical College President.

Step 2. If no agreement is reached in Step 1, the student may, within five school days from the receipt of written answer present the grievance, in writing, to the Vice President to whom the employee in Step 1 reports. The Vice President shall discuss the grievance within five school days with the student, at a time mutually agreeable to both parties. If at this meeting a settlement is reached it shall be reduced to writing and signed by the Vice President and the student. If no agreement is reached, the Vice President shall give written answer to the student within five school days. In either case a copy shall be given to the Rochester Community and Technical College President.

Step 3. If no agreement is reached in Step 2, the student may, within five school days from receipt of written answer present the grievance, in writing, to the Rochester Community and Technical College President. The President or Designee shall discuss the grievance within five school days with the student at a time mutually agreeable to both parties. If at this meeting a settlement is reached, it shall be reduced to writing and signed by the President or Designee and the student. If no agreement is reached, the President or Designee shall give written answer to the student within five school days. In either case, the President or Designee shall give written answer to the student within five school days. The decision of the President or Designee is final and binding.

Step 4. **(ONLY APPLICABLE IF RELATED TO MnSCU BOARD POLICY)**

If the grievance involves a board policy or the actions of the Rochester Community and Technical College President, a student may appeal through the Chancellor to the MnSCU Board. The decision of the board is final and binding.

Part 4. Time Limits:

- If a grievance is not presented within the established time limits, it shall be considered as "waived".
- If a grievance is not appealed to the next step within the established time limits, it shall be considered as settled on the basis of the last answer.
- If, after presentation at any step, a college employee does not discuss the grievance with the student within the established time limits, the student may treat the grievance as denied at that step, and the student may appeal the grievance to the next step.
- If, after discussion, a college employee does not answer a grievance within the established time limits, the student may treat the grievance as denied at that step, and may appeal the grievance to the next step.
- The time limits for any step may be extended by mutual agreement of the student and the appropriate college or system personnel.

Part 5. Academic Complaints Not Covered Under MnSCU or RCTC Policy: A student who feels aggrieved because of something that an instructor has done, or failed to do, will state the complaint to the instructor. The instructor is encouraged to hear the student's complaint and redress the complaint or explain why the complaint is without substance.

If the student remains unsatisfied with the redress or explanation that has been offered, s/he may request, in writing, a review of the case by the Vice President of Academic Affairs with a copy of this request going to the instructor. Upon receipt of the student's complaint, the Vice President will request the instructor present his/her side of the case. After reviewing the case, the Vice President will either suggest the instructor grant redress to the student or advise the student that the student's complaint appears to be without reasonable grounds and ought to be dismissed. If the Vice President suggests the instructor grant redress, the instructor may accept or reject the suggestion.

If the student remains unsatisfied with the results of his/her complaint to the Vice President of Academic Affairs, s/he may invoke the Rochester Community and Technical College Student Grievance process.