



Student Complaint Process FAQ

Q. Why and what is this process for?

A. The student complaint procedure is to establish a process whereby a student may express dissatisfaction with the performance or action of a faculty or staff member that the student believes to be a violation of student rights under WAC 132S-90-010 and/or is inconsistent with College policy.

Q. What is the definition of a Complaint

A. complaint, also known as a "grievance", is defined as a good faith allegation based on personal experience or knowledge by a student or students that there has been a violation, misapplication, or misinterpretation of some service or rule as it applies to students in the institution by a staff or faculty member of the institution, resulting in loss or detriment to the complainant.

Q. Is this process confidential?

A. The process is not confidential. However, information about the case is provided only to those who have a "business need to know," such as the person(s) accused, the administrative head of the program, division, or department involved. There are occasions that the appropriate Human Resources Consultant, the College's Title IX, ADA designated staff, and/or the Compliance and Records Manager may be consulted. Also, information may be disclosed if required by law, for example, pursuant to a subpoena or court order.

Q. Can I file a complaint about the faculty teaching method?

A. This process is not meant to address student concerns and complaints about faculty instructional methods in the classroom or other formal academic settings. The College respects the academic freedom of faculty and will not interfere as it relates to the method or style of teaching. Indeed, academic freedom is and should be of paramount importance.

Q. Can I have a friend or advocate accompany me through this process?

A. Yes. Students can have an advocate accompany them. This person can be a friend or a staff person from our college. Similarly, faculty and staff can also have an advocate or union representative accompany them.

Q. Who is present at the conference?

A. The conference is attended by the student, the individual who the complaint is filed against (respondent), their supervisor, and the designated complaint officer. Occasionally, both the complainant and respondent have an advocate present with them.

References:

<https://www.washington.edu/compliance/uciro/>

<https://www.columbiabasin.edu/i-am/current-hawk/student-resources/student-complaint-process.html>

<https://www.aquinas.edu/life-aq/student-affairs/student-complaints>

Rev: 8/30/22