Student Complaint Informal Resolution Form (SCR 001)

Student Complaint Informal Resolution Process

Each student who has a grievance shall make a reasonable effort to resolve the matter on an informal basis prior to pursuing a formal grievance which includes a grievance hearing, and shall attempt to solve the problem with the person with whom the student has the grievance, that person's immediate supervisor, or the local college administration. The student may also seek the assistance of a friend in attempting to resolve a grievance informally.

Meetings and dialogues between the parties directly involved are examples of informal problem-solving strategies that are highly recommended. Students who have complaints, with the exception of harassment and discrimination complaints, are expected to meet with the person/party directly involved to describe **(1) the complaint** and **(2) the relief or remedy requested**. Both parties are expected to seek a solution that is equitable and satisfactory. If the parties are unsuccessful in reaching a mutually acceptable resolution, either party may then seek the assistance of the Program Supervisor/Director, if applicable, or the division dean. In doing so, the student should complete the Student Complaint Informal Resolution Form and submit it to the appropriate division dean.

Student Complaint Formal Resolution Process

Should the informal process described above fail to resolve the complaint satisfactorily, the College's formal grievance process may be initiated. The student may then seek a formal resolution by completing Formal Statement of Student Grievance, which can be obtained from the Office of the Vice President of Instruction (for academic or course-related complaints) or the Office of the Vice President of Student Services (for non-academic/miscellaneous complaints.) Both forms are available online. **The Formal Statement of Student Grievance must be filed within one year of the incident on which the grievance is based.**

Consultation and investigation meetings will be convened as necessary at any point of the resolution process.

Guidelines for Resolution of Complaints

Below is a list of steps to be taken in resolving a student's complaint.

Academic or Course-Related Complaints

INFORMAL

1. Meet with the instructor.
2. Seek the assistance of the Program Supervisor/Director, if applicable
3. If your complaint is not resolved, complete the Student Complaint Informal Resolution Form (SCR 001) and submit it to the appropriate Instructional Dean
4. Make an appointment to meet with the appropriate Instructional Dean

FORMAL

- Submit the Statement of Student Grievance to the Vice President of Instruction.

Non-Academic/Miscellaneous Complaints

INFORMAL

1. Meet with the other person/party directly involved
2. Seek the assistance of the immediate supervisor.
3. If your complaint is not resolved, complete the Student Complaint Informal Resolution Form (SCR 001) and submit it to the appropriate Dean or manager
4. Make an appointment to meet with the appropriate Dean or administrator

FORMAL

- Submit the Statement of Student Grievance to the Vice President of Student Services.

- Complaints involving Sexual Harassment or Discrimination may also be reported online. For more information and to complete the form visit https://www.smccd.edu/titleix/reporting.php
- Complaints involving Violations of Academic Accommodations for Students with Disabilities, contact the Director of the Disability Resource Center, Kevin Sinarle at (650) 574-6642 or sinarle@smccd.edu. Depending upon the nature of the complaint, the Section 504 Officer may be involved.
- Formal grievances require a different form to be filed by the student.

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Please complete the following. Additional documentation may be attached, if needed.

DATE

1. Student Information

NAME

G#

STREET ADDRESS

CITY

ZIP CODE

CONTACT PHONE

E-MAIL

2. Nature of Complaint

Describe the nature of your complaint succinctly and accurately. Academic or course-related complaints should include both course title and course registration number and the name of the instructor.

COURSE TITLE

COURSE REGISTRATION NUMBER

NAME OF THE INSTRUCTOR

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3. Remedy or Relief Requested

Specify the remedy or relief you are requesting.

4. Steps Taken to Resolve Your Complaint

List the steps you have taken to resolve your complaint and their outcomes. List the names and titles of persons with whom you have met and meeting dates.

MEETING DATE	NAME	TITLE	OUTCOME

5. Signature

PRINT NAME

SIGNATURE

DATE

FOR OFFICE USE ONLY

RECEIVED BY

DATE RECEIVED

REFERRED TO

NOTES / ACTION TAKEN