

7.73 Student Grievances and Appeals

The San Mateo County Community College District shall establish and maintain a uniform system of student grievances and appeals, which shall afford procedural due process to students in the review and appeal of College and District decisions or actions.

1. An explanation of the procedures for submitting student grievances and appeals shall be made available to students in the Student Handbook of each College and shall set forth the appropriate procedure at the respective College, District, and Board levels.
2. In order that the student may have the opportunity to appeal a decision not satisfactorily resolved at the initial level, the steps outlined below may be taken. At any time during the progress of the procedure outlined below, informal resolution of the problem may be sought by mutual agreement.

a. Step 1: College Level Process

- i. Before initiating formal appeal procedures, the student shall attempt to resolve the dispute informally with the appropriate staff member at the point of initial decision. If the dispute is not resolved, the student may initiate an appeal ~~in accordance with the procedure set forth below to a Grievance Committee.~~
- ~~ii. Initial Review/Appeal The initial appeal must be filed with the manager, or appropriate committee, for the area in which the dispute arose. This individual or committee shall be identified in the Student Handbook. In presenting an appeal, the student shall submit a written statement to include, where appropriate, the following information:–
 1. A statement describing the nature of the problem and the action which the student desires taken.–
 2. A description of the general and specific grounds on which the appeal is based.–
 3. A statement of the steps initiated by the student to resolve the problem by informal means, as prescribed above.–
 4. A listing, if relevant, of the names of all persons involved in the matter at issue and the times, places, and events in which each person so named was involved.–
 - a. The designated manager or committee chairperson shall provide the student with a hearing, if requested, and shall review the appeal. A written notice of the decision shall be provided to the student, normally within ten working days of receipt of the student's written appeal. In the event that the appeal is not granted, the student shall be advised of his/her further rights of appeal.–~~
- ~~iii.ii.~~ Appeal to the President
 1. If the College President has been previously involved in the decision or action under appeal, the student may proceed directly to Step 2 (~~District Level Appeal to the Chancellor~~).
 2. In the event that the dispute has not been resolved during the course of earlier appeal procedures, the student may appeal in writing to the President within five working days after receipt of the decision made in response to the appeal to the Grievance Committee.
 3. ~~The President shall provide the student with a hearing, if requested, and shall review the appeal. A written notice of the President's decision shall be provided to the student, normally within ten days of receipt of the student's written appeal. In the event that the appeal is not granted, the student shall be advised of his/her further rights of appeal.~~

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b. **Step 2: ~~District Level Appeal to the Chancellor~~**

If a dispute has not been resolved at the College level, the student may appeal, in writing, to the Chancellor-~~Superintendent~~ within five **working** days after receipt of the decision of the President.

~~The Chancellor-Superintendent shall provide the student with a hearing, if requested, and shall review the appeal. A written notice of the decision of the Chancellor-Superintendent shall be mailed to the student, normally within ten working days of receipt of the student's written appeal. In the event that the appeal is not granted, the student shall be advised of his/her further rights of appeal.~~

c. **Step 3: Board of Trustees Level**

- i. If the dispute has not been resolved during the course of earlier procedures, the student may appeal in writing to the Board of Trustees within five working days after receipt of the decision of the Chancellor-~~Superintendent~~.
- ii. The Board shall provide the student with a hearing, if requested, and shall review the appeal. ~~Participants in previous hearings may be directed to appear before the Board.~~ A written notice of the decision of the Board shall be mailed to the student and to appropriate staff members, normally within 20 working days following the hearing. The decision of the Board is final.

3. Timelines

- a. If by the appropriate staff member fails to transmit notice of the decision to the student within the specified time period, the student will be allowed to request a review at the next level of appeal as set forth in the procedures.
- b. Failure of the student to file a written appeal within the specified time period shall be deemed acceptance of the decision.
- c. The designated time periods in this policy should be regarded as maximum limits and every effort should be made to expedite the process. Time limits may be extended by mutual agreement if circumstances indicate the desirability of such an extension.