

- Committee Recommendation: Within 5 days following the close of the hearing, the Grievance Committee shall prepare and send to the Vice President, Instruction a written decision. The decision shall include specific factual findings regarding the grievance, and shall include specific conclusions regarding whether a grievance has been established as defined above. The decision shall be based only on the record of the hearing, and not on matter outside of that record. The record consists of the original grievance, any written response, and the oral and written evidence produced at the hearing. In the absence of mistake, fraud, bad faith or incompetency (according to Education Code 76224) the grade issued by the instructor may not be changed.
- A written notice of the Vice President, Instruction’s decision shall be provided to the student within ten days of receipt of the Grievance Committee’s recommendation. The decision of the Vice President, Instruction, is final.

Definitions:

- **Party:** The student or any persons claimed to have been responsible for the student's alleged grievance, together with their representatives. "Party" shall not include the Grievance Hearing Committee or the College Grievance Officer.
- **Student:** A currently enrolled student, a person who has filed an application for admission to the college, or a former student. A grievance by an applicant shall be limited to a complaint regarding denial of admission. Former students shall be limited to grievances relating to course grades to the extent permitted by Education Code Section 76224(a).
- **Respondent:** Any person claimed by a grievant to be responsible for the alleged grievance.
- **Day:** Unless otherwise provided, day shall mean a day during which the college is in session and regular classes are held, excluding Saturdays and Sundays.

For both Non-Grade and Grade Grievance Forms, please visit <https://canadacollege.edu/policies/grievances.php>.