



Types of Student Grievances

Please Note: There is a formal and informal process for student grievances. Please review this page and/or the document carefully before submitting any grievance form. For complete details on the grade grievance process, please see:

- SMCCCD Administrative Procedure 7.73.1: catalog.canadacollege.edu/current/student-grievances/_docs/smcccd-administrative-procedure-7-73.1.pdf
- SMCCCD Board Policy 7.73: catalog.canadacollege.edu/current/student-grievances/_docs/smcccd-board-policy-7-73.pdf

Students are encouraged to pursue their academic studies and become involved in other college sponsored activities that promote their intellectual growth and personal development. The college is committed to the concept that, in the pursuit of these ends, students should be free of unfair and improper actions on the part of any member of the academic community. If, at any time, a student feels that he or she has been subject to unjust actions or denied his or her rights, redress can be sought through the filing of a grievance, or an appeal of the decision/action taken in response to a grievance, within the framework of policy and procedure set forth below.

Informal Resolution: Initial College Review

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.

The chart below summarizes the appropriate college channels to be utilized by any student wishing to seek redress. For further information concerning any aspect of student grievances or rights of appeal, students should contact the Office of the Vice President, Student Services. Students may elect to grieve any decisions or actions taken. All grievances, or appeals of the decision/action taken in response to a grievance, will be dealt with in a timely manner.

Informal Student Grievance Procedure

AREA	FIRST LEVEL OF ACTION	SECOND LEVEL OF ACTION
Academic Matters: Grades 1, Testing, Class Content, Assignments, Attendance, Prerequisite Challenge	Instructor	Division Dean
Admissions/Late Withdrawal	Dean of Enrollment Services	Vice President, Student Services
Discrimination Matters	Vice Chancellor, Human Resources	Chancellor

Fee Payments or Refunds	Lead Cashier	Director, Business Services (Canada and Skyline) Vice President Student Services (CSM)
Financial Aid	Director of Financial Aid	Dean of Enrollment Services
Academic or Progress Dismissal	Dean, Enrollment Services	Vice President, Student Services
Registration	Registrar	Dean of Enrollment Services
Residency Determination	Registrar	Dean of Enrollment Services
Public Safety and Parking	Supervisor, Public Safety	Director, District Safety
Sexual Harassment	Vice Chancellor, Human Resources	Chancellor
Student Records	Registrar	Dean of Enrollment Services
Time, Place and Manner	Student Life & Leadership Manager	Vice President, Student Services
Waiver of Academic Requirements	Director of Disability Resources	Vice President, Student Services