

Director, you may notify the Director of Graduate Services of the alleged discriminatory action(s). (Contact information located in Section 4 of the **College Catalog** under "Notice of Non-Discrimination.")

We will take the appropriate steps to conduct an investigation into the matter and provide a prompt resolution.

Complaint Procedure – Unlawful Harassment:

1. You are encouraged to identify the offensive behavior to the harasser and request that it stop immediately.
2. If you do not feel comfortable with addressing the matter directly with the harasser, or if the behavior does not stop after you have addressed it with the harasser, you should discuss the matter with an instructor.
3. If you do not feel comfortable discussing the matter with an instructor, you should discuss the matter with your Dean of Student Services. When discussing the matter with your instructor or Dean of Student Services, you should give as much information as possible concerning the situation, such as the date of the incident(s), the parties involved, a description of the harassing behavior, and any attempts at resolution.
4. You may file a formal complaint on the basis of unlawful harassment. The complaint may be verbal or written. If the complaint is written, it must be legible, dated, signed by the individual submitting the complaint, and submitted to your Campus Director. If you do not feel comfortable reporting the incident(s) to your Campus Director, or, if you feel that the Campus Director has not appropriately addressed your complaint, you may notify the Director of Graduate

Services, whose contact information was previously listed.

All complaints will be investigated promptly, impartially, and discreetly. Upon completion of the investigation, the appropriate parties will be notified of the findings.

General Student Grievance Policy

We have developed and adopted the **General Student Grievance Policy** to provide redress for student complaints or concerns that are not governed by a specific grievance or complaint procedure. Before you employ this procedure, you must make every reasonable effort to resolve issues with faculty, staff, and administrators. If your attempts at resolution are not successful, the following process must be used in order to submit a grievance under this policy:

1. Present your grievance for resolution within 30 days of the incident prompting the grievance.
2. Grievances against faculty members must be submitted to the Academic Dean. The Academic Dean will hear both sides of the dispute and present a recommendation to the Campus Director.
3. Grievances against campus staff must be submitted to your Campus Director. The Campus Director will hear both sides of the dispute and present a recommendation to the Director of Graduate Services.

You will be informed of the outcome of your grievance.

Appeals

SJVC has established the following appeal processes in order to provide a way for students to contest certain actions taken against them by the College.

Disciplinary Action Appeal Procedure

In the event that the College decides to take disciplinary action against you for violation of the **Student Code of Conduct**, you may contest the decision by following the sequential steps outlined in the **Code**, which is found in this handbook.

Grade Appeal Process

SJVC has developed and implemented the **Grade Appeal Process** in order to provide a way for its students to contest a final grade received in a course. The **Grade Appeal Process** is limited to situations in which you believe there has been a mistake in the calculation of your grade, demonstrable bias, gross negligence or misapplication of stated criteria. The following chronological steps must be followed in order to appeal a final course grade:

1. Contact your instructor within two (2) school days after the last scheduled day of the class. Your instructor will respond to your appeal within two (2) days.
2. If your appeal is not resolved to your satisfaction, you may submit a written appeal to the Office of the Dean of Student Services within two (2) days of the response from your instructor.
3. If the Dean of Student Services is unable to resolve the issue, you may submit your written appeal to the Campus Director for a final decision. You will receive a letter from the Campus Director advising you of his/her decision.

Appeal Process for Termination Due to Unsatisfactory Academic Progress

If you are dismissed from **SJVC** due to unsatisfactory academic progress, you may appeal the termination based upon extenuating circumstances such as the death of a relative, an injury, serious illness of the student or other special circumstances. (The standards required to maintain Satisfactory Academic