

Title: Student Grievance Policy

<input type="checkbox"/> Initial Action:	5/27/93
<input type="checkbox"/> Board Resolution:	93-032, 99-031, 19-031, 25-039
<input type="checkbox"/> Last Revised	08/2025
<input type="checkbox"/> Last Reviewed:	08/2025
<input type="checkbox"/> Effective:	02/08/2017
<input type="checkbox"/> Next Review:	08/2028
<input type="checkbox"/> Responsibility:	SSEM

POLICY: The purpose of the Student Grievance Policy is to provide a clearly stated, timely, and accessible method of recourse to students who feel that a particular action or series of actions on the part of Cecil College or its employees has violated reasonable, accepted, or stated institutional practices and standards.

PROCEDURE:

1. The procedure associated with this policy is intended to be investigative rather than adversarial.
2. This process is not to be used when the grievance involves an alleged violation of the Student Code of Conduct, the Sexual Discrimination and Harassment Policy, the Academic Grievance (Grade Appeal) Policy, or to appeal other institutional actions/policies that include established appeals processes.
3. A student should first attempt to resolve the issue at its source with the employee/s involved in the matter. If the student is unable to contact the employee or there is no resolution after the discussion, a student may initiate a grievance by submitting a report on the College's Report It webpage. A grievance should be reported no more than 30 days after the incident.
4. Reports submitted through the College's Report It process will be triaged by the Vice President for Student Affairs to the Director or Dean who oversees the program or employee/s for which the grievance was lodged. If the complaint involves the Director or Dean, then the grievance will be forwarded to the appropriate Vice President of the Division.
5. Within seven (7) business days of receiving the grievance, the Dean, Director, or Vice President will meet with the student and initiate an investigation. Every effort will be made to conclude the investigation within (7) days of the initial meeting held with the student. At the conclusion of the investigation, a response to the student's written

complaint will be prepared and communicated to the student. Notification means hand-delivery, U.S. mail, certified or electronic mail (email).

6. If the student believes that the response has not addressed the concern, the student may submit a written appeal to the Vice President of the involved division within five (5) business days upon student notification. If the concern involves the Vice President of the division, then the appeal will be considered by the College President or their designee(s). A written decision will be provided to the student within seven (7) days
7. The written decision of the Vice President, President, or their designee(s) shall be final.