Walla Walla Community College
GRIEVANCE PROCEDURE
For Instructional Issues

Walla Walla Community College encourages problem resolution between students and faculty and is committed to assisting in resolution of disputes as soon as possible. It is in the best interest of all parties to resolve disputes at the earliest opportunity and between those directly involved. In the event a dispute regarding instructional issues is not resolved according to the informal grievance process outlined below, a formal process for resolution of problems is provided. In any case, the issue should be treated as confidential. The student is advised to consult with personnel in the Student Development Center about the grievance process.

Informal Grievance Process
a) Any student wishing to appeal a faculty action or decision must communicate his or her grievance verbally (and identify it as such) to the instructor.
b) If the student desires to approach the Division Chair instead of the instructor, the Division Chair must notify the instructor of the grievance before responding to the student.
c) The instructor or the Division Chair will meet with the student and provide a verbal response to the grievance.
d) The instructor and the student must come to a clear mutual understanding as to whether the issue has or has not been resolved.
e) If the issue is not resolved informally, the student may file a formal grievance.

Formal Grievance Process (3 Steps)
Step 1:
a) The student may file a written grievance with the Division Chair who oversees the department in which the instructor teaches within fifteen business days of the incident.
b) The Division Chair will notify the instructor upon receipt of the grievance and give the instructor the option to participate in this meeting.
c) The Division Chair will meet with the student in person or confer by telephone within five business days of receipt of the grievance, and will respond in writing to the student after five business days of the meeting.

Step 2:
a) If the grievance is not resolved at Step 1, the student may go to the next step of the process by filing it with the Vice President of Instruction to whom the Division Chair reports within five business days of receipt of the Step 1 decision.
b) The Vice President or designee will meet with the student within five business days of receipt of the appeal and will respond in writing to the student within five business days after the meeting.
c) The Vice President or designee will notify the instructor upon receipt of the grievance and give the instructor the option to participate in this meeting.
Step 3:

a) If the grievance is not resolved at Step 2, the student may take the grievance to the next step by filing it with the President *within five business days* of the student’s receipt of the Step 2 decision.

b) The President or designee will notify the instructor upon receipt of the grievance and give the instructor the option to participate in this meeting.

c) The President or designee will meet with the student *within five business days* of receipt of the appeal, and will respond in writing to the student *within five business days* after the meeting.

**Additional Guidelines**

1) The time limits in this procedure shall be followed unless mutually modified in writing. Failure by the student to comply with the timelines will result in the automatic withdrawal of the grievance. Failure by the College to comply with the timelines will entitle the student to take the grievance to the next step of the procedure.

2) The student may have the option of being accompanied by a Student Services representative during any part of the process.

3) No new or additional grievances may be made after the initial written grievance is filed, except by written mutual agreement.

4) If the College provides the requested remedy or a mutually-agreed-upon alternative, the grievance will be considered resolved and may not be moved to the next step.

5) A grievance may be withdrawn at any time.

6) Any of the steps in this procedure may be bypassed with mutual written consent of the parties involved at the time the bypass is sought.

7) This grievance procedure does not supersede the written grievance procedures of other programs at WWCC (e.g. Nursing)

(Approved by Faculty Senate 4-3-07 and Instruction Council 5-1-07)