

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. The procedure in this document pertains only to student concerns regarding academic issues, such as grades or faculty decisions involving instruction. If the complaint is not academic in nature, students should contact Student Affairs personnel.

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.

Informal Grievance Process

- a) Any student wishing to appeal a faculty action or decision must communicate the grievance (and identify it as such) to the ***instructor within five (5) instructional days*** of the incident or decision giving rise to the concern. Students in ***online classes have five (5) instructional dates starting from their acknowledgement (by e-mail, phone, or through Canvas) of receipt of the written decision.***
- b) The instructor will communicate with the student and provide a verbal or written response to the grievance ***within five (5) instructional days after meeting with the student.***
- c) The instructor and the student must come to a clear mutual understanding as to whether the issue has or has not been resolved.
- d) If the issue is not resolved informally to the student's satisfaction, the student may file a formal grievance.

Formal Grievance Process (Two Steps)

Step 1:

- a) The student may file a written grievance with the dean who oversees the area in which the instructor teaches ***within five (5) instructional days*** of the informal discussion (such as Dean of Arts and Sciences; Dean of Health Science Education; Dean of Transitional Studies; Dean of Workforce Education; Dean of Clarkston Campus; Dean of Corrections Education).
- b) The written grievance must contain the specific complaint(s) and the desired resolution.
- c) The dean will notify the instructor upon receipt of the grievance and give the instructor the option to participate in a meeting with the student.
- d) The dean will meet with the student in person or confer by telephone ***within five (5) instructional days*** of receipt of the grievance, and will respond in writing to the student within five (5) instructional days after holding the meeting.

Step 2:

- a) If the grievance is not resolved to the student's satisfaction at Step 1, the student may go to the final step of the process by filing an appeal in writing with the Vice President (VP) of Instruction **within five (5) instructional days** of receipt of the dean's written Step 1 decision.
- b) The VP of Instruction or designee will notify the instructor upon receipt of the grievance and give the instructor the option to participate in a meeting with the student.
- c) The VP of Instruction or designee will meet with the student **within five (5) instructional days** of receipt of the appeal and will respond in writing to the student **within five (5) instructional days** after the meeting.
- d) The VP of Instruction's decision is final and concludes the grievance process.

Additional Guidelines

- 1) The time limits in this procedure shall be followed unless the student or appropriate administrator is not available within the five (5) instructional day timeframe due to extenuating circumstances. Under such circumstances, an extension of five (5) additional instructional days may be added. **For online students located in time zones other than the Pacific, deadlines for their responses will take their location into consideration. If there are no extensions due to circumstances,** then failure by the student to comply with the timelines will result in the automatic withdrawal of the grievance, and failure by the College to comply with the timelines will entitle the student to take the grievance from the informal stage to the formal stage or from Step 1 to Step 2.
- 2) If a student wishes to have a grievance considered through this process but does not follow the steps as outlined (such as the student sending an appeal to the VP of Instruction prior to the instructor or dean review), the student will be referred back to the steps in this process unless the VP of Instruction or dean believes there is a compelling reason to consider it.
- 3) A student with questions about this process or how to contact the appropriate individuals, can contact their advisor.
- 4) The student has the option of being accompanied by a staff member or faculty advisor who appears primarily in an observing role and who offers guidance, support, and clarification about process.
- 5) No new or additional grievances may be made after the initial written grievance is filed, except by written mutual agreement.

- 6) 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.
- 7) A student may withdraw a grievance at any time by notifying the instructor or the supervising dean in writing. If the student has advanced the grievance to the formal process, the student must also, notify in writing, all other parties involved at that level of appeal (dean or VP of Instruction).
- 8) The grievance procedure does not supersede the written grievance procedures of other programs at WWCC (such as Nursing).

Procedure Contact:	Vice President of Instruction, Chief Instructional Officer
Approved by:	President
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Last Reviewed/Revised on:	