

**WALLA WALLA COMMUNITY COLLEGE
INSTRUCTIONAL GRIEVANCE
ADMINISTRATIVE POLICY 6040**

I. POLICY BACKGROUND/PURPOSE

Walla Walla Community College's (WWCC) Instructional Grievance policy and procedure ensure that students' complaint(s) are heard promptly and equitably. The policy and procedure are also designed to resolve the complaint through the initial steps of the process.

II. AUTHORITY

Board Policy 1370, RCW [28B.50.140 \(13\)](#)

III. SCOPE OF POLICY

This policy applies to all faculty and students.

IV. POLICY

- A. It is in the best interest of all parties to resolve disputes at the earliest opportunity and between those directly involved. The Instructional Grievance administrative policy and procedure 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 the Vice President of Student Services or his/her designee.
- B. In the event a dispute regarding instructional issues is not resolved according to the Informal Grievance Process outlined in Instructional Grievance Administrative Procedure 6040, students may pursue the Formal Grievance Process for resolution as outlined in the procedure.
- C. All grievance issues should be treated as confidential.

<p>Policy Contact: <u>Vice President, Instruction</u></p> <p>Approved by (Department/Body): <u>Dr. Chad Hickox, President</u></p> <p>Date Originally Approved: <u>November 14, 2017</u></p> <p>Last Reviewed/Revised on: <u>May 23, 2022</u></p>
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