



POLICY TITLE
Student Grievance

POLICY NUMBER
1-5560

Responsible Office: <i>Office of the Provost and Vice Chancellor for Workforce and Student Development</i>	Effective Date: <i>08/31/2024</i>
Responsible Official: <i>Provost and Vice Chancellor for Workforce and Student Development</i>	Last Reviewed Date: <i>08/31/2024</i>
Policy Classification: <i>Academics, Workforce, and Student Development</i>	Origination Date: <i>08/01/2016</i>

I. POLICY STATEMENT

Baton Rouge Community College (BRCC or the College) is committed to ensuring that student concerns are promptly addressed, and resolutions are reached in a fair and just manner. It is essential that each student be given adequate opportunity to bring complaints and problems to the attention of the College with the assurance that each will be heard, and due process afforded the student. The College seeks to offer a positive learning environment that provides students with a process for resolving concerns before resorting to formal grievance procedures.

II. POLICY RATIONALE AND SCOPE

The College has adopted the following policy to provide thorough examinations and timely responses regarding student concerns in a fair and unbiased manner.

III. POLICY AUDIENCE

This policy applies to all members of the College, specifically when an enrolled student initiates a grievance against an employee or process of the College.

IV. POLICY COMPLIANCE

Students found in violation of this policy shall be referred to the Office of the Dean of Students. Faculty and/or staff found in violation of this policy shall be referred to their immediate supervisor.

V. POLICY DEFINITIONS

Grievance: a complaint by a BRCC student involving an alleged misapplication or violation of any College policy or procedure that adversely affects the student, or any other dispute within the College that directly affects the student in an adverse manner.

Student: an individual matriculated or enrolled to attend class(es) at BRCC.

Advisor: an individual (faculty, staff, student, or parent with a completed FERPA (Family Educational Rights and Privacy Act) waiver) who may accompany the student throughout the grievance process. The individual will only advise the student and not present the case on their behalf.

VI. POLICY IMPLEMENTATION PROCEDURES

Procedures, timelines, and processes for student grievances are detailed in the BRCC Catalog. Students will select one of two options (i.e., informal, or formal resolution) to have their grievance reviewed. The College's method of implementing this policy with students and employees is detailed on the website.

Informal Resolution

Before initiating the grievance process, the student is encouraged to make every effort to resolve the problem informally with the person(s) alleged to have caused the grievance. The student may present the informal grievance in writing (e.g., an email) to the person(s) alleged to have caused the grievance. This attempt to resolve the grievance informally should be initiated as soon as the student first becomes aware of the act or condition that is the grievance's bases.

The student may present the informal grievance to the direct supervisor of the person alleged to have caused the grievance (e.g., a department chair or program manager). Students uncertain about how to identify this person, or how best to proceed, may consult the Office of the Dean of Students (dos@mybrcc.edu), who shall identify the appropriate person.

Formal Resolution

Filing a formal grievance is a serious matter and should be done thoughtfully by completing the grievance form found on the BRCC Cares page on the BRCC website.

If the student is unable to reach an informal resolution, the enumerated steps should occur:

1. Present the grievance in writing (e.g., an email) via the BRCC Cares webpage (Maxient) and is assigned to the appropriate office.
2. The appropriate office will conduct a meeting for the student to present any information relevant to their grievance.
 - a. The student will be allowed to have an advisor of their choice present in meetings throughout the grievance process; however, notice of the advisor's attendance must be submitted to the supervisor in advance.
 - b. Advisors are not permitted to present the case or otherwise participate in the discussion but may advise the student.
 - c. Both the College and the student may seek legal advice at their own expense.
3. The appropriate office will provide a written response to the student within fifteen (15) business days of the meeting.

Grievance Appeal Procedure

In all cases, the appropriate vice chancellor or assistant vice chancellor will be responsible for addressing appeals by a student who is not satisfied with the responses after all reviews by supervisors have been completed.

To request an appeal, the following steps should occur:

1. The student must present an appeal statement in writing, together with all supervisors' written responses to the grievance, to the vice chancellor or assistant vice chancellor within five (5) business days of receipt of the final review and determination.
2. The vice chancellor or assistant vice chancellor will review all documentation. A written decision shall be made within ten (10) business days after reviewing the case.
3. A final appeal at the College level may be made to the College chancellor.
 - a. To request review of an appeal, the student must present an appeal statement in writing, including all vice chancellor and supervisor written responses to the grievance, to the chancellor within five (5) business days of receipt of the final review and determination by the vice chancellor.
 - b. The chancellor will review all documentation. A written decision shall be made within ten (10) business days after reviewing the case. The chancellor's decision shall constitute the final College action.
 - c. Any further appeal of a decision regarding the student grievance must be made to the Louisiana Community and Technical College System office in accordance with *LCTCS Policy #2.004*.

VII. POLICY RELATED INFORMATION

Students may complete the Student Grievance Form by visiting:

[BRCC - Grievance Form \(maxient.com\)](http://maxient.com).

Issues and Disputes Not Covered in this Policy:

- A. Requests to review and challenge contents of students' records will be processed according to *Policy 5-571*, FERPA.
- B. Grievances involving harassment or discrimination will be processed according to *Policy 6-602*, Title IX and Sexual Misconduct.
- C. Issues relating to financial aid eligibility will be processed according to *Policies 5-551*, Financial Aid Policy; *5-552* Financial Aid Code of Conduct; and *5-553* Satisfactory Academic Progress.
- D. Appeals of disciplinary actions will be processed according to *Policy 5-541*, Student Code of Conduct.
- E. Complaints that are not subject to resolution in a student grievance context (e.g., a student complaint where the student's requested College response is prohibited by state or federal law).

VIII. POLICY EXCEPTION

There are no exceptions to this policy.

IX. POLICY HISTORY AND REVIEW CYCLE

This is a revised policy. The student grievance policy will undergo review according to the BRCC policy review cycle.

X. POLICY URL

[Microsoft Word - 5.560 Student Grievance Policy 20160801 \(mybrcc.edu\)](#).

XI. POLICY APPROVAL - SIGNATURE, NAME, TITLE, AND DATE OF OFFICIAL



Willie E. Smith, Sr., Ed.D.
Chancellor

08/31/2024

Date