STUDENT GRIEVANCE POLICY

**Intent:** The intent of the Shasta College Dental Hygiene (DH) Department student grievance policies are to provide students with an avenue of communication to give voice with regard to treatment, respect, and professionalism. Ultimately, as dental hygienists we will eventually become colleagues. It is crucial that students learn to utilize proper chains of communication and make every effort to settle conflict at the lowest possible level.

The chain of communication for conflict/grievances must be followed by moving from the first level, satisfying all requirements at that level, and then moving on to the next level if no resolution is achieved. Each level provides the student with the opportunity for professional and personal growth as they navigate the communication process.

To develop a culture of support and trust, it is imperative that each student, staff member, faculty, or administrative educator be given the opportunity to resolve the conflict at the personal level prior to seeking the next level. Application of appropriate professional communication standards creates a culture of respect and trust that enhances learning and prepares the student for entrance into the workforce.

**Shasta College AP 5530. Student Rights and Grievances**

**Purpose:** The purpose of this procedure is to provide a prompt and equitable means of resolving student [conflicts, complaints or] grievances. These procedures shall be available to any student who reasonably believes a college decision or action has adversely affected his or her status, rights or privileges as a student. This procedure does not apply to grade changes or to student disciplinary actions, both of which are covered under separate Board Policies and Administrative Procedures (BP/AP 4230-Grade Changes and BP/AP 5520-Student Discipline).

**Definitions**

School Day: Any day during which the District is in session and regular classes are held, excluding Saturdays and Sundays.

Student: Any person currently enrolled as a student in any class or program offered by the District [or as defined for DH Department, any individual who has a conflict, complaint or grievance including student, staff, faculty, or instructional administrator].

[Grievance: Any conflict, complaint or grievance].

[Internally, the DH Department has adopted the processes determined in AP5530 policy to settle conflict/grievances within the department between employees as well as students. Expected behaviors are listed in the Code of Ethics section and in the expected behaviors algorithm. The DH Department adheres to the American Dental Hygiene Association Code of Ethics as the bar for measuring professional behavior (ADHA; 2016). For communication processes and levels within the DH department, see DH Department Chain of Communication. It is expected that this chain of communication shall be followed in all matters pertaining to or within the department].
Levels for Resolving a Student Grievance

FIRST LEVEL – Informal Grievance
Any student with a grievance should first attempt to resolve the matter by means of an informal meeting with the person(s) against whom the student has the grievance. This discussion must take place within ten (10) school days of the alleged incident.

[LEVEL 1 ½. DH Program Policy: At any time during this process, if the complainant has attempted to resolve the matter with the individual involved and feels the issue is unresolved or does not feel comfortable discussing the issue with the person(s) involved, it is expected that the individual would seek the assistance of another person in the department/division to provide support and/or mediation. The program director and/or the dean, one level up from the individual, shall approve the mediator/emotional support individual and decide at what level that individual can interact with the discussion. This step was added internally by the DH Department to extend the opportunity to settle conflict, complaints or grievances at the lowest level possible].

SECOND LEVEL – Informal Grievance
If the grievance cannot be resolved as specified at the first level within ten (10) school days, the grievant should contact the immediate supervisor [Program Director] or Dean of the appropriate department or program. This discussion must take place within ten (10) school days after contact at the second level. The Supervisor [Program Director] or Dean has ten (10) school days to respond to the student’s grievance.

THIRD LEVEL – Informal Grievance
If the grievance cannot be resolved at the second level within ten (10) school days, the grievant should contact the appropriate Vice President. The Vice President will review the grievance with the supervisor or administrator and attempt to resolve the grievance informally. This discussion must take place within ten (10) school days after contact at the third level. The appropriate Vice President has ten (10) school days to respond to the student’s grievance.

FOURTH LEVEL – Formal Grievance
If the grievance cannot be resolved informally at the third level, the grievant will be asked to state the grievance in writing within ten (10) school days. Then a formal hearing will be scheduled within ten (10) school days of receipt of the written complaint. The employee being grieved shall have the opportunity to respond in writing. A Vice President, as appointed by the Superintendent/President, will conduct the hearing. The hearing will include the grievant(s) and the person(s) grieved against. Each shall be entitled to:
1) representation of his/her choice, including legal counsel when mutually agreed;
2) the right to present witnesses and evidence; an
3) the right to question opposing witnesses.
Official minutes of the hearing will be recorded, and, upon request, available to any person in attendance at the hearing. The Vice President, as appointed by the Superintendent/President, shall have ten (10) school days after the date of the hearing to render a written decision.

FIFTH LEVEL – Formal Grievance
If the grievance cannot be resolved at the fourth level within ten (10) school days, the grievant may seek a review with the District Superintendent/President. A copy of the stated grievance and minutes of the hearing, if any, will be submitted to the Superintendent/President for review. The Superintendent/President shall have ten (10) school days to render a written decision.

SIXTH LEVEL – Formal Grievance
If the grievance cannot be resolved at the fifth level within ten (10) school days, the grievant may seek a review before the District Board of Trustees at its next regularly scheduled meeting.

Record of Grievance
A record of the grievance against an employee of the District may only be entered into an employee’s personnel file in compliance with an employee’s contract and the disciplinary process.
Note: The District is committed to resolving student complaints and/or grievances in a fair and equitable manner. Students should work through the District’s process first before escalating issues to other agencies. Issues that are not resolved at the District level may be presented to the California Community Colleges Chancellor’s Office (CCCCO) at: www.californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx.
This Policy and the related Administrative Procedure is not available for use by any student or applicant for admission who believes that he/she has been subjected to unlawful discrimination, including sex discrimination as prohibited by Title IX of the Higher Education Amendments of 1972. The basis for filing a complaint of unlawful discrimination and the procedures to be used to file such a complaint are set forth in the District’s Board Policy and Administrative Procedure 3430 – Prohibition of Unlawful Discrimination or Harassment, which can be obtained in the Human Resources Office in the Shasta College Administration Building 100, Room 121, 11555 Old Oregon Trail, Redding, CA 96003 or on the District’s web site at: www.shastacollege.edu.

Reference. Title IX, Education Amendments of 1972; Education Code Section 76224(a); HEA Title IV, CFR, Sections 600.9 and 668.4 (3) (b); WASC Accreditation Standard II.B.2.c
Approval. Board Reviewed 1/17/07; Board Reviewed 11/09/11

Shasta College BP 5530. Student Rights and Grievances

Definition of Student Grievance
For the purpose of this policy, a student grievance is defined as a claim by a student that his/her student rights have been adversely affected by a college decision or action. This policy is available for students who desire to pursue grievance procedures against an employee of the District. The student shall be entitled to representation, by a person of his/her choice, other than legal counsel, at all informal complaint meetings.
Note: The District is committed to resolving student complaints and/or grievances in a fair and equitable manner. Students should work through the District’s process first before escalating issues to other agencies. Issues that are not resolved at the District level may be presented to the California Community Colleges Chancellor’s Office (CCCCO) at: www.californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx.

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See Administrative Procedure. Board Approved 1/17/07, Reviewed by the Board Ad Hoc Committee on Policy 8/12/09, Board Approved Revisions 5/12/10, Board Approved 11/09/11

Commission on Dental Accreditation Student Grievance Policy.
The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for treatment received by patients or individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students. A copy of the appropriate accreditation standards and/or the Commission’s policy and procedure for submission of complaints may be obtained by contacting the:

Commission on Dental Accreditation
211 East Chicago Avenue
Chicago, IL 60611-2678
(312) 440-4653
www.ada.org
Or by calling 1-800-621-8099 extension 4653.