

EASTERN SHORE COMMUNITY COLLEGE STUDENT GRIEVANCE PROCEDURES

Anyone who is or has been duly and legally registered as either a full-time or part-time student at Eastern Shore Community College is accorded an equitable and orderly process to resolve grievances other than grade appeals.

A grievance is defined as a difference or dispute between a student and an Eastern Shore Community College employee with respect to the application of the rules, policies, procedures and regulations exclusive of grade appeals of Eastern Shore Community College or the Virginia Community College System as they affect the student.

1. A grievance shall be made within ten (10) calendar days of the event leading to the grievance. The student should contact the College employee with whom the student has a difference or dispute. An effort shall be made to resolve the matter informally with no written records of the matter placed with the appropriate vice president or dean.
2. If the student is not satisfied with the disposition of the grievance, a written appeal may be submitted to the immediate supervisor of the employee within five (5) calendar days of the decision in the first step. The supervisor will give the employee written notification of the complaint, will appoint a three member committee with at least one student and one College employee from the same general classification as the accused employee, and will schedule a committee hearing no later than ten (10) calendar days after receipt of the written appeal by the student. At this stage, the employee may respond in writing to the grievance. A written decision will be given to the student, the employee, and the supervisor by the committee chairperson within five (5) calendar days of the committee hearing. The supervisor will notify the student, the employee, and the committee chairperson as to whether the supervisor concurs with the committee decision and any follow-up action by the supervisor. A copy of decisions of both the committee and the supervisor will be filed with the appropriate vice president or dean. Any faculty or staff who is the target of a grievance has the right to appeal through the Faculty/Staff Grievance Procedure.
3. If the student is not satisfied with the disposition of the committee and/or follow-up action by the supervisor, a hearing may be requested with the appropriate vice president or dean unless that individual is the subject of the grievance, in which case the president of the College will consider the appeal. The written appeal to the appropriate vice president or dean (president, if applicable) must be made within five (5) calendar days of receipt of the committee's decision.

If the appeal and record of previous actions indicates that a hearing is not warranted, the appropriate vice president or dean (president, if applicable) will notify the student, employee, and committee chairperson within five (5) calendar days of receipt of the appeal. If the appropriate vice president or dean (president, if applicable) grants the appeal, a hearing will be held within ten (10) calendar days of receipt of the appeal and all parties will be notified as to the time, date and location. The appropriate vice president or dean will make a recommendation to the president.

The president's decision will be final. The student, employee and committee chairperson will be notified within five (5) calendar days of the hearing. A copy of the appeal and the final decision will be filed in the president's office.