
alleged disagreement in personal interactions, or an informal-level charge which alleges a violation or misapplication of the procedures or regulations set forth in the college catalog, board policies, or operating procedures of the college district or instructional procedures, or specific provisions of applicable federal or state law or applicable college district policy, who claim misapplication or denial of student due process.

COMPLAINANT – A student who alleges that he or she has been personally wronged as a result of an alleged violation or misapplication of the procedures or regulations set forth in the college catalog, board policies, or operating procedures of the college district or instructional procedures, or specific provisions of applicable federal or state law or applicable college district policy, and chooses to pursue resolution via an informal process. (See specialized programs exception.)

GRIEVANCE -- A formal written charge filed by a student which alleges a violation of one or more specific provisions of applicable federal or state law or applicable college district policy. A grade assigned by an instructor is not a grievable matter, except as outlined in *Education Code* section 76224(a) which states that “when grades are given for any course of instruction taught in a community college district, the grade given to each student shall be the grade determined by the instructor of the course and the determination of the student’s grade by the instructor in the absence of mistake, fraud, bad faith, or incompetence, shall be final.” In addition to these provisions in Education Code, a student may also file a grievance as a remedy for a confirmed discrimination on the basis of disability pursuant to Section 504 and Title II, including with respect to the denial of an approved accommodation/modification.

GRIEVANT -- A student who alleges that he or she has been personally wronged, as a result of an alleged violation of applicable federal or state law, applicable district or college policy, or instructional procedures and the allegation utilizing the formal grievance format chooses to pursue. See specialized programs exception.

OMBUDSPERSON -- A district employee who can explain district processes and refer the student to appropriate parties to resolve their student concern.

COMMITTEE FOR STUDENT GRIEVANCES -- This committee of five members (two students, two faculty and an administrator) hear grievances filed against student services programs and administrative staff.

SUBJECT OF COMPLAINT OR GRIEVANCE -- Any individual or student who is the alleged offending party. Please note: Student on student complaints or grievances will be pursued utilizing the Student Code of Conduct process.

STATUTE OF LIMITATIONS – The filing of grievances shall be permitted only through the end of the sixth week of the semester following the semester in which the alleged incident occurred or two weeks following the posting of the grades from the previous semester, whichever is greater. Grievances occurring during the summer shall be handled on a calendar-day basis, and filing of such grievances shall only be permitted through the end of the first week after the end of the summer term.

SPECIALIZED PROGRAMS – Complaints or grievances occurring within specialized vocational programs must follow procedures outlined in the student handbooks and are subject to the timelines within those handbooks before a formal grievance under this process can be processed.

SECTION II: PROCEDURES

PART A: General Provisions

The Napa Valley College Complaint and Grievance Guidelines are provided as a means for individual students to resolve specific concerns

PART B: Instructional Complaint and Grievance Procedures

An instructional complaint or grievance is a complaint or grievance that occurs during the delivery of instruction, counseling, or library services within a scheduled class, library service, or counseling session by a faculty member to the student (grievant). The following procedures are to be used when an instructional complaint or grievance is being considered.

All complaints directed against instructional faculty or librarians will go to the Assistant Superintendent/V.P. Academic Affairs. All complaints directed against the counseling faculty will go to the Assistant Superintendent/V.P. Student

This meeting shall take place no later than 10 school days after the notification of the meeting date. The committee shall attempt to resolve the matter at this level. Meetings of the committee shall be

The student is allowed to submit a letter to the appropriate Assistant Superintendent/Vice President for consideration in compliance with Napa Valley College Employment contracts with faculty and classified staff.

Adopted 10/17/96 (ratification of mutual agreement)

Revised 12/6/05

Updated 8/29/17, 5/22/19

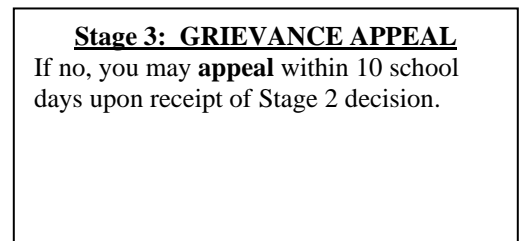
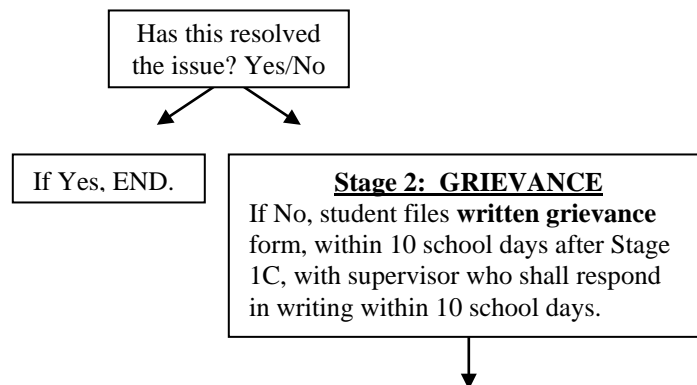
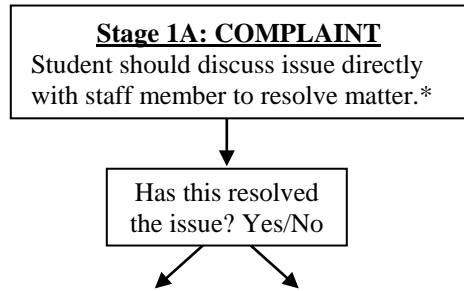
*Student Complaint and Grievance Process
Instructional*

Referral:

Student Complaint and Grievance Process

Non-Instructional

See details on pages 11-14.



Referral: Any faculty member, classified staff, or administrator who receives a grievance or complaint concerning any faculty member or staff member from a student, shall refer the student immediately to the subject of the grievance, except in the cases of sexual harassment or discrimination, where the student shall be referred to the Office of Human Resources or in cases of discrimination based on a disability, to the Office of Special Services. The student may meet with the Assistant Superintendent/Vice President, Student Affairs, for assistance and guidance in using the process.