

## Grievances and Appeals Process

Indian Hills Community College

### Student Appeals Process

1. A student shall first try to resolve his/her difference with the person against whom he/she has a complaint.
2. If the difference is not resolved, the student shall take his/her concern to the coordinator or instructor of the appropriate course.
3. If this does not resolve the problem, the student shall meet with the appropriate department chair. In the event the situation involves a violation of the standards of student conduct as outlined in the Policy for Student Conduct Suspension and Dismissal in the program student handbook, a written statement shall be prepared notifying the student of the alleged violation and intended action.
4. If the problem is not resolved, the student shall have three days to request a hearing with the Dean of Students. The Dean of Students will hold a hearing within three days of the request and receive all evidence by listening to the testimony of the student and other relevant witnesses and considering any relevant documents. Within two days of the hearing, the Dean of Students will issue a decision.

### Student Grievance Procedure for Discriminatory Practices

A policy for grievances by students and parents of students, in addition to grievances for applicants for employment and employees of Indian Hills Community College, has been established as follows:

**Level 1:** A student or parent with a complaint of discrimination on the basis of gender, race, age, national origin, disability, or religion may discuss it with the instructor, counselor, supervisor, or administrator, or may contact the person most directly involved in order to solve it informally.

**Level 2:** If the grievance is not resolved at Level 1, and the grievant wishes to pursue the case, it may be formalized by filing a complaint in writing to the next level of supervision. If the grievant is a student or parent of a student, a copy of the grievance should be forwarded to the Dean of Students. A meeting will be set up between the grievant, the appropriate dean, and any other representatives of the college involved. The formal meeting must take place within 15 school days after the written grievance has been received in the Student Services office. One additional meeting may be needed to resolve the matter. A final written decision will be supplied to the grievant by the appropriate dean within 30 school days after receipt of the original complaint. If the grievance is still unresolved, the grievant may proceed to Level 3.

**Level 3:** At Level 3, the grievant will present a written appeal to the College President within 10 school days after the grievant has received the report from the appropriate dean. The grievant also may request a personal meeting with the College President or his/her designee. A decision will be rendered by the President or his/her designee within 10 school days after the receipt of the written appeal.

This procedure in no way denies the right of the grievant to file a formal complaint with the Iowa Civil Rights Commission, the Federal Office of Civil Rights, or the Equal Employment Opportunity Commission for Mediation or Rectification of Civil Rights Grievances, or to seek private counsel for complaints alleging discrimination.

To contact:

Iowa College Student Aid Commission

877-272-4456

<https://iowacollegeaid.gov/StudentComplaintForm>