

SECTION: GENERAL

SUBJECT: General Student Grievance

Background: Accreditation organizations, the U.S. Department of Education, and other agencies have from time to time shared that they find our student grievance process difficult to track due to the fact that there are so many different procedures followed depending upon the nature of the grievance. Student Affairs was tasked with clarifying the student grievance process.

Point of Contact: Vice President for Student Affairs

Other LCSC offices directly involved with implementation of this policy, or significantly affected by the policy:

Date of approval by LCSC authority:

Date of State Board Approval:

Date of Most Recent Review: n/a

Summary of Major Changes incorporated in this revision to the policy: New

PURPOSE: The general student grievance policy outlines the process students follow to file a formal grievance about a particular aspect of their educational experience. This policy/procedure is intended to eliminate potential confusion on the part of students, members of the campus community, and external groups as to which grievance process students follow in any given situation.

POLICY:

1. Students have the right to file formal complaints or grievances about any aspect of their experiences at Lewis-Clark State College. The Vice President for Student Affairs shall be the primary point-of-contact for all LCSC students who wish to file a grievance or otherwise share concerns about the college. Grievances may be filed with the Vice President for Student Affairs either in person, in writing or electronically at www.lcsc.edu/student-affairs/student-complaints. Once a complaint is received it will be reviewed by the Vice President to determine the nature of the grievance and appropriate office to assist the student with resolving the grievance.

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The following are selected established grievance procedures for specific issues:

- A. Grade Grievance/Appeals will follow the guidelines set forth in Policy 5.310. The Vice President for Student Affairs will assist students in initiating this type of grievance.
- B. Disability Services: The Disability Services Office follows a grievance procedure for students who believe they have not been appropriately provided accommodations for their disabilities. For more information go to www.lcsc.edu/disability-services/grievance-procedure/.
- C. Title IV/Non-Discrimination: The College strives to maintain an environment that is free from unlawful discrimination and harassment and in which every member of the campus community is treated with dignity and respect. Students may report discrimination to the Affirmative Action Director or the Vice President for Student Affairs for more information regarding discrimination go to <http://www.lcsc.edu/media/4321562/3109-discrimination-complaint-procedures.pdf>
- D. Title IX: LCSC is committed to providing an environment that emphasizes the dignity and worth of every member of its community and that is free from sexual harassment and gender discrimination. Any individual, who believes they may have been the target of unlawful discrimination or harassment, or witnesses this type or behavior towards someone else, must feel free to report their concerns for appropriate investigation and response, without fear of retaliation. All complaints or any concerns about conduct that may violate this policy and retaliation should be filed with the Title IX Coordinator or other college official. For more information go to <http://www.lcsc.edu/media/4180506/3110-sexual-misconduct-title-ix.pdf>.
- E. The Family Educational Rights and Privacy Act of 1974 (FERPA): FERPA is a Federal law which states (a) that a written institutional policy must be established and (b) that a statement of adopted procedures covering the privacy rights of students be made available. The law provides that the institution will maintain the confidentiality of student education records. In the event a student feels there has been a violation of his/her rights a complaint can be filed with the college's Registrar. For more information about the FERPA policy see <http://www.lcsc.edu/media/4168340/1117-family-educational-rights-and-privacy-act-ferpa.pdf>.