

A grievance shall mean a **complaint, that is non-disciplinary and is other than one dealing with civil rights discrimination,*** which has been filed by a student or by a student's designee on his/her behalf. The primary purpose of the following procedure is to secure at the earliest level possible an equitable solution to a complaint.

- LEVEL 1. The student should contact in person the Vice President of Student Services (or designee appointed by the Vice President of Student Services) and present his/her complaint. If the grievance is not resolved, the student can submit to the Vice President of Student Services (or designee) a written appeal for further consideration. (Time limit: ten calendar days from the date of appointment with the Vice President of Student Services, or designee.)
- LEVEL 2. A Student Appeals Committee, made up of three faculty and three student members jointly appointed by the Vice President of Student Services (or designee), and the ASCC President, then will be convened within ten calendar days after receiving the appeal and will submit its finding to the student in writing within an additional ten days. If the complaint is not resolved, a written appeal can be filed by the student to the Superintendent/President within ten calendar days. When a grievance involves the Vice President of Student Services (or designee) (Level 1) and/or the Associated Students Cuesta College (A.S.C.C.) President and the Vice President of Student Services (or designee) (Level 2), those responsibilities listed above for these two positions at Levels 1 and 2 shall be assumed by the Superintendent/President (or designee appointed by the Superintendent/President) of the District.
- LEVEL 3. The student will appeal in writing with all supportive evidence to the Superintendent/President (or designee) who will evaluate the evidence and submit his/her finding in writing to the student within ten calendar days after receiving the appeal.
- LEVEL 4. A final written appeal may be made to the Board of Trustees within thirty calendar days of the written response of the Superintendent/President (or designee). The decision of the Board will be given within thirty calendar days of the initial meeting at which the complaint is discussed.

*When a student has a complaint which involves (1) sexual harassment, (2) civil rights discrimination on the basis of ethnicity, race, national origin, religious beliefs, age, gender, color, physical or mental disabilities, veteran status, sexual orientation or sexual identity, or marital status, or (3) retaliation for filing a sexual harassment or other unlawful discrimination complaint, referring a matter for investigation, participating in an investigation of a complaint, serving as an advocate for an alleged victim or alleged offender, or who otherwise furthers the principles of the District's unlawful discrimination policy (Policy 1565), then the matter is to be referred to the Executive Director of Human Resources and Labor Relations as such matters are to be handled pursuant to Policy 1565 (unlawful discrimination) and not as a student grievance.

Students have the right to pursue their complaint after completing the above complaint process with the California Community Colleges Chancellor's Office (CCCCO). CCCCCO provides students and others with a method and process outside of the institution that takes, investigates and responds to complaints regarding the institution. The link to the CCCCCO process and form is <http://californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx>. CCCCCO has provided this disclosure in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR 34, Sections 600.9 (b) (3) and 668.43(b).VPSS\Student Policies\Student complaint Grievance\08-03-11