

**THREE RIVERS COLLEGE  
STUDENTS REGULATION**

Section: 2000 Students	
Sub Section: 2100 Nondiscrimination and Students Rights	
Title: SR 2130 Student Grievance	Page 1 of 5
Primary Policy: SP 2130 Student Grievance	
Associated Policy: GAP 1210 Civil Rights	
Associated Regulations: SR 2610 Student Code of Conduct; SR 2740 Student Rights and Responsibilities; SR 2140 Student Appeals	
References: Title VII of the Civil Rights Act, Title IX of the Higher Education Act of 1972, section 504, of the Rehabilitation Act of 1973, as amended on the ADA Act of 1992; College Complaint Form (found on the Three Rivers College Website)	
Responsible Administrator: Chief Student Services Officer; Chief Academic Officer	
Supersedes: NA	
Initial Approval: 06-10-2015	Last Revision: 07-19-2017

Three Rivers College is committed to providing an educational climate conducive to the personal and professional development of each individual. The College is dedicated to providing fair and impartial resolution of student complaints. It is the practice of Three Rivers College and its Board of Trustees to resolve complaints at the lowest level possible. When complaints rise to the level that the resolution will require formal action, each student will be given the option to file a grievance as appropriate. If the grievance is regarding a student complaint of sexual misconduct or gender-based discrimination please refer to College Regulation SR 2120 Title IX for Students.

### **Grievance Procedure**

A grievance may arise when a Three Rivers College student believes his/her status at the College is adversely affected by an incorrect or inappropriate decision or behavior. Examples include, but are not limited to being:

- The victim of the inappropriate application of a College policy or regulation;
- improperly terminated from a College program;
- required to perform personal services unrelated to academic related duties;
- required to meet unreasonable requirements for a degree program or job that extend the normal requirements established by the College, or that are inconsistent with the scholarly standards within the discipline;
- the subject of harassing behavior that is non-gender based and/or non-sexual based;
- the subject of retaliation for exercising his/her rights under this regulation;
- the subject of professional misconduct by a faculty or staff member;
- the subject of practices or actions by a student or employee's supervisor, other faculty member, or other member of the College community that seriously deviate from ethical

**THREE RIVERS COLLEGE  
STUDENTS REGULATION**

Section: 2000 Students	
Sub Section: 2100 Nondiscrimination and Students Rights	
Title: SR 2130 Student Grievance	Page 2 of 5
Primary Policy: SP 2130 Student Grievance	
Associated Policy: GAP 1210 Civil Rights	
Associated Regulations: SR 2610 Student Code of Conduct; SR 2740 Student Rights and Responsibilities; SR 2140 Student Appeals	
References: Title VII of the Civil Rights Act, Title IX of the Higher Education Act of 1972, section 504, of the Rehabilitation Act of 1973, as amended on the ADA Act of 1992; College Complaint Form (found on the Three Rivers College Website)	
Responsible Administrator: Chief Student Services Officer; Chief Academic Officer	
Supersedes: NA	
Initial Approval: 06-10-2015	Last Revision: 07-19-2017

or responsible professional standards that may constitute professional misconduct in violation of a College policy.

The College is comprised of a diverse group of individuals that believe most issues can be resolved informally. In the event of an unsatisfactory resolution, if appropriate a student should first file an appeal, see college regulation SR 2140 Student Appeals for details. If the issue still remain unresolved a student may choose to file a grievance with the Chief Academic Officer or Student Services Officer as appropriate. The grievance procedure must begin with a written submission using the fillable, web-based College Complaint Form describing the nature of the complaint. After the form is submitted to the Chief Academic Officer or Chief Student Services Officer as appropriate, the College grievance process must be followed as outlined herein.

**Academic Matters**

- The student should first discuss the issue with his or her instructor;
- if the matter is not resolved by this discussion, the student should bring the complaint form to the appropriate faculty member's department chairperson;
- should the matter still be unresolved, the appropriate Department Chair, in collaboration with the Chief Academic Officer shall appoint a committee to resolve the matter.

**Non-Academic Matters**

- The student should first address his or her concern with the College employee directly;
- if the student is not satisfied, the matter should be brought to the attention of the employee's supervisor;
- if the student is still not satisfied, he or she should discuss the matter with the Chief Student Services Officer;

**THREE RIVERS COLLEGE  
STUDENTS REGULATION**

Section: 2000 Students	
Sub Section: 2100 Nondiscrimination and Students Rights	
Title: SR 2130 Student Grievance	Page 3 of 5
Primary Policy: SP 2130 Student Grievance	
Associated Policy: GAP 1210 Civil Rights	
Associated Regulations: SR 2610 Student Code of Conduct; SR 2740 Student Rights and Responsibilities; SR 2140 Student Appeals	
References: Title VII of the Civil Rights Act, Title IX of the Higher Education Act of 1972, section 504, of the Rehabilitation Act of 1973, as amended on the ADA Act of 1992; College Complaint Form (found on the Three Rivers College Website)	
Responsible Administrator: Chief Student Services Officer; Chief Academic Officer	
Supersedes: NA	
Initial Approval: 06-10-2015	Last Revision: 07-19-2017

- should the matter still be unresolved, the Chief Student Services Officer shall appoint a committee to resolve the matter.

**Informal Resolution**

Three Rivers College and its Board of Trustees encourages persons who believes he or she has reason to file a grievance with the College to immediately begin following the steps outlined above. The initial written statement and discussion to resolve the issue should include as much information as possible including dates, names and positions of persons involved, identification of witnesses if any; the time and place, as well as details of the incident leading to the allegation(s). In no case will the reporting party be required to report such behavior to the person(s) involved (the Respondent) once moving forward with a formal grievance. The details of the investigation will be kept confidential to the fullest extent possible until finalized.

**Procedures for Submitting Grievance**

If the grievance cannot be solved in an informal manner, the grievance must be submitted in writing by the complaining party. The College Complaint Form (found on the Three Rivers College Website) will need to be submitted to the Chief Student Services Officer and then the appropriate administrator (Chief Academic Officer or Chief Student Services Officer) shall review complaint within five (5) working days, gather the pertinent facts and discuss the grievance with the involved party or parties in order to reach a satisfactory resolution.

A report of the grievance, and formal review of the complaint, including whether or not the matter has been satisfactorily settled, will be shared with the appropriate Cabinet Member. The Chief Academic Officer, Chief Student Services Officer and/or the appropriate Cabinet Member shall make every effort to reach a satisfactory conclusion for all parties.

The outcome of the grievance will be given to both the reporting party and the responding party if applicable. In the event either party does not file an appeal, the grievance shall terminate. Either

**THREE RIVERS COLLEGE  
STUDENTS REGULATION**

Section: 2000 Students	
Sub Section: 2100 Nondiscrimination and Students Rights	
Title: SR 2130 Student Grievance	Page 4 of 5
Primary Policy: SP 2130 Student Grievance	
Associated Policy: GAP 1210 Civil Rights	
Associated Regulations: SR 2610 Student Code of Conduct; SR 2740 Student Rights and Responsibilities; SR 2140 Student Appeals	
References: Title VII of the Civil Rights Act, Title IX of the Higher Education Act of 1972, section 504, of the Rehabilitation Act of 1973, as amended on the ADA Act of 1992; College Complaint Form (found on the Three Rivers College Website)	
Responsible Administrator: Chief Student Services Officer; Chief Academic Officer	
Supersedes: NA	
Initial Approval: 06-10-2015	Last Revision: 07-19-2017

individual may appeal this determination by presenting a written appeal to the Office of the President within three (3) school days of receiving notice of the College's conclusion.

Upon receipt of the appeal from either party an appellant "ad hoc" review panel that consist of three employees and/or student representative will be appointed to review the decision. The College will make every effort to complete the investigation and render a decision within 10 school days from the College's receipt of appeal. Both parties will receive written notice of the decision. The grievance shall terminate "as is" with the decision of the review panel being final.

All records of the decision made shall be retained for at least (3) years in the Office of the Chief Student Services Officer.

**THREE RIVERS COLLEGE  
STUDENTS REGULATION**

Section: 2000 Students	
Sub Section: 2100 Nondiscrimination and Students Rights	
Title: SR 2130 Student Grievance	Page 5 of 5
Primary Policy: SP 2130 Student Grievance	
Associated Policy: GAP 1210 Civil Rights	
Associated Regulations: SR 2610 Student Code of Conduct; SR 2740 Student Rights and Responsibilities; SR 2140 Student Appeals	
References: Title VII of the Civil Rights Act, Title IX of the Higher Education Act of 1972, section 504, of the Rehabilitation Act of 1973, as amended on the ADA Act of 1992; College Complaint Form (found on the Three Rivers College Website)	
Responsible Administrator: Chief Student Services Officer; Chief Academic Officer	
Supersedes: NA	
Initial Approval: 06-10-2015	Last Revision: 07-19-2017

**DOCUMENT HISTORY:**

- 06-10-2015:** Initial approval of regulation SR 2130 Student Grievance.
- 09-16-2015:** Revision of position titles Dean of Student Services; Executive Vice President to Chief Student Services Officer; Chief Academic Officer.
- 09-21-2016:** The College Board of Trustees approved the name change of the College from Three Rivers Community College to Three Rivers College.
- 07-19-2017:** Minor revisions for clarification.