

**COMMUNITY COLLEGES OF SPOKANE**  
**Informal Guidelines for Addressing Student Concerns**

The following steps are to be followed by students when seeking review of a concern involving a faculty or staff member of the Community Colleges of Spokane. The student is asked to remember:

- This is an **informal** process, requiring no paperwork or forms. The intent is to establish a dialogue between the student and the college that results in resolution of the concern.
- Concerns must be initiated within 15 days of the start of the quarter following the quarter during which the alleged action(s) occurred.
- The review of concerns must proceed from the lowest level of review to higher levels of review.

**Step 1:**        **The student speaks with the person with whom they have the concern and seeks to resolve the matter at this level.** There is no need for further action if the concern is resolved at Step 1.

**Step 2:**        **If the concern is not resolved at Step 1 the student may request a meeting with the faculty member's department chair or the staff member's immediate supervisor.** There is no need for further action if the concern is resolved at Step 2.

**Step 3:**        **If the concern is not resolved at Step 2 the student may request a meeting with the faculty or staff member's division dean.**

Cause for the student not proceeding through Steps 1 and 2 must be ascertained and found credible by the dean before he/she will consider hearing the student's concern. The dean upon determining that the appropriate steps were followed will attempt to informally resolve the complaint.

If the concern cannot be resolved at this informal level and the complaint warrants formal action the student may proceed to the Formal Process for Addressing Student Concerns.

***Special Circumstances:*** *There are some instances when students believe they have been the victims of harassment. In the event of an allegation of harassment, the student should immediately report such action to a CCS administrator. Harassment directed toward any individual or group on the basis of race, creed, color, national origin, age, gender, marital status, veteran's status, sexual orientation, or the presence of a physical, sensory or mental disability is a violation of the mission and purpose of the Community Colleges of Spokane as an institution of higher education and shall not be tolerated, and pursuant to Board Policy 1.70.01, shall be prohibited.*

**COMMUNITY COLLEGES OF SPOKANE**  
**Formal Process for Addressing Student Concerns**

The Formal Process for Addressing Student Concerns is initiated only after a student has been unsuccessful in resolving the issue of concern at the informal level. If the concern warrants formal action, the student will be asked to submit the concern in writing to the appropriate administrator. The employee involved will be notified in writing, within (10) working days that a complaint has been received, and the appropriate bargaining unit procedures for addressing such matters will be followed. **Note: Issues involving alleged harassment do not follow this process, but must be reported directly to an administrator.**

The intent of the Formal Process for Addressing Student Concerns is to provide a clear outline of steps to be followed that will protect all parties. The following guidelines are in place to further facilitate this process:

- (1) The Chief Academic Officer of the College or the IEL is the administrator overseeing all issues relating to classroom instruction. All other concerns are directed to the Chief Student Services Officer.
- (2) A student may bring an advocate (e.g. counselor, instructor, staff member, student, friend, or student government representative) to assist with any of the steps outlined in this process.
- (3) A student may terminate the process at any level.
- (4) Except by mutual agreement, or instances of extreme hardship, it shall take no longer than seven (7) calendar working days to secure an official response for each step in the process (Except for Step 4, which shall not exceed ten (10) calendar days.)
- (5) When the issue involves a faculty member the faculty member may choose to notify the AHE at any step in the process.

**Step One:** The student submits his/her concern(s) in writing by completing Step One of the Student Concerns Form. The student must secure the faculty/staff member's written response. Both the student and the faculty/staff member sign the form.

**Step Two:** The student submits the completed Student Concerns Form to the appropriate department chair or, in the case of non-instructional matters, to the staff member's immediate supervisor. The student schedules an appointment to discuss the concern(s). The department chair or supervisor must provide a written response on the Student Concerns Form and he/she and the student sign the form. If the concern(s) is addressed to the student's satisfaction the completed page is sent Chief Academic Officer or Chief Student Affairs Officer. If the concern(s) is not addressed to the student's satisfaction the student may proceed to Step Three. It is the responsibility of the department chair or supervisor to notify the faculty/staff member regarding the outcome of the concern. If the student decides to proceed to Step Three the department chair or supervisor is asked to notify the faculty/staff and if possible obtain their signature on the form indicating they have been notified. This ensures that the faculty/staff member is aware that the student is proceeding with the process.

**Step Three:** The student submits the Student Concerns Form to the division administrator and schedules an appointment to discuss the concern(s). In matters relating to instruction this person is the dean for the division. In non-instructional matters this person may be an associate dean or other designated supervisor. The administrator investigates the concern(s) and attempts to resolve the issue. The administrator must provide a written response on the Student Concerns Form, and he/she and the student sign the form. If the concern(s) is addressed to the student's satisfaction the completed page is sent to the Chief Academic Officer or the Chief Student Services Officer. If the concern(s) is not addressed to the student's satisfaction the student may proceed to Step Four.

**Step Four:** The student submits all previous sections of the Student Concerns Form to the Chief Academic Officer or the Chief Student Services Officer. The file is reviewed, a decision made and notification is given to the student, faculty or staff member, department chair, dean, or division administrator and AHE within 10 calendar days of the action or decision. The Chief Academic or Chief Student Services Officer maintains a file of Student Concern Forms in his/her office.

**STUDENT CONCERN(S) FORM**  
**FORMAL PROCESS FOR RECORDING STUDENT CONCERN(S)**

**Note:** This form is used for both instructional (classroom related) and non-instructional related concerns. Please indicate the area of concern.

Instructional (classroom related) \_\_\_\_\_  
Class/Faculty:  
Quarter/Year:

Non-Instructional (not classroom related) \_\_\_\_\_  
Department/Staff:  
Quarter/Year:

**Step One: Student Concern(s)**

An informal process to resolve the concern(s) listed below was attempted, and in my opinion a satisfactory resolution was not reached.

Date of informal meeting with faculty/staff: \_\_\_\_\_

- A. Please list your concerns with the class, faculty, or staff and any suggestions for improvements or changes that will resolve/alleviate your concern(s).

Student Name (please print): \_\_\_\_\_ ID: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* Faculty/Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* My signature attests I have received this document, although I may not necessarily agree with its content.

**Faculty/Staff Response to Student Concern(s)**

A student has begun a formal process of review involving a concern they have in regards to your duties at CCS.

- A. The informal process was not attempted; I have not had the opportunity to discuss this concern with this student.

Faculty/Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**OR**

- B. I have read the students concerns, the informal process to resolve the issues below were attempted, and a satisfactory resolution was not reached.

Faculty/Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Faculty/Staff Comments:

Faculty/Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

AHE Notified: Initial \_\_\_\_\_ ; Date \_\_\_\_\_

- Resolved, Send to Chief Academic Officer or Chief Student Services Officer
- Not Resolved, Proceed to Step 2

**STUDENT CONCERN(S) FORM  
FORMAL PROCESS FOR RECORDING STUDENT CONCERN(S)**

**Step Two: Department Chair/Supervisor Review**

Meet with the department chair/supervisor to discuss your concerns.

Department Chair/Supervisor Comments:

Department Chair Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* Faculty/Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* My signature attests I have received this document, although I may not necessarily agree with its content.

AHE Notified: Initial \_\_\_\_\_ ; Date \_\_\_\_\_

- Resolved, Send to Chief Academic Officer or Chief Student Services Officer
- Not Resolved, Proceed to Step 3

**STUDENT CONCERN(S) FORM  
FORMAL PROCESS FOR RECORDING STUDENT CONCERN(S)**

**Step Three: Dean/Division Administrator Review**

Meet with the division administrator to discuss your concerns.

Division Administrator Comments:

Administrator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* Faculty/Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* My signature attests I have received this document, although I may not necessarily agree with its content.

AHE Notified: Initial \_\_\_\_\_ ; Date \_\_\_\_\_

- Resolved, Sent to Chief Academic Officer or Chief Student Services Officer
- Not Resolved, Proceed to Step 4

**STUDENT CONCERN(S) FORM  
FORMAL PROCESS FOR RECORDING STUDENT CONCERN(S)**

**Step Four: Chief Academic Officer or Chief Student Services Officer Review**

File all previous documents pertaining to the Student Concern(s) Form with the Chief Academic Officer or Chief Student Services Officer.

Chief Officer Comments:

Decision:

---

Chief Academic Officer or Chief Student Services Officer

---

Date

Copies Sent To:

- Faculty and/or staff member
- Department Chair/Supervisor (If appropriate)
- Dean/Supervisor
- AHE
- Student