

## **Non-Credit Dept. Student Grievance Procedure**

Student complaints should be resolved at the Instructor level if possible.

If problem cannot be resolved at the Instructor level, the next level of intervention is with the Program Coordinator if one exists.

If problem cannot be resolved at the Program Coordinator level or if the complaint is with the Program Coordinator, the next level of intervention is with the Dept. Director in the Depts. where a Director exists.

If the complaint cannot be resolved at the Dept. Director level or if no Dept. Director exists, then the complaint will move to the VP of Workforce and Community Development or Division Leader for resolution.

If the complaint is unable to be resolved at this level, the complaint will be heard by the President of the College who will make a final decision relative to the complaint.

All efforts should be made to hear each level of complaint within a three working day period in an attempt to quickly resolve disagreements or complaints. Resolution of the issue should be put in writing at each level of intervention and decision-making.