



Student Grievance Procedure

I. Notice of Nondiscrimination

Bladen Community College (BCC), in compliance with and as required by Title IX of the Education Amendments Act of 1972 and its implementing regulations (“Title IX”) and other civil rights laws, as well as in furtherance of its own values as a higher education institution, does not discriminate on the basis of race, color, national origin, sex, sexual orientation, gender, gender identity, gender expression, pregnancy, disability, age, religion, veteran status, or any other characteristic or status protected by applicable local, state, or federal law in admission, treatment, access to, or employment in, its programs and activities.

Discrimination and harassment are incompatible with the values and standards of the BCC community and will not be tolerated. BCC is committed to providing programs, activities, and an education and work environment free from discrimination and harassment. BCC is also committed to fostering a community that promotes prompt reporting and fair and timely resolution of those behaviors.

II. Purpose of Procedure

Bladen Community College is committed to resolving complaints in a timely, fair, and amicable manner. Sexual harassment complaints should be directed to the Title IX Coordinator. Sexual harassment complaints will be handled as outlined in the Title IX Policy and Procedure. The purpose of the Student Grievance Procedure is to provide a system to channel student complaints against faculty and staff concerning alleged discrimination, except for the following:

1. Grades, refer to the Grade Appeal Policy.
2. Attendance policies and matters of a purely academic nature, which shall be adjudicated through the instructor, director, or the Vice President for Instructional Services; and
3. Financial Aid eligibility, which shall be subject to review by the Financial Aid Appeals Committee.

Specific grievances may include, but are not limited to, alleged discrimination on the basis of age, sex, race, handicap, or other conditions, preferences, or behavior.

III. Grievance Process

1. First Step:

The student must first make a good-faith effort to resolve the issue directly with the instructor or staff member involved, unless the concern involves a sensitive matter in which the College employee is directly implicated. An attempt should be made to resolve the matter equitably and informally at this level. The conference must take place within ten (10) working days of the incident that generated the complaint. The student may elect to put the concern in writing at this point, but a formal grievance form is not necessary.

2. Second Step:

If the student complaint is not resolved to the student's satisfaction at the informal conference, the student may file a written grievance no later than fifteen (15) working days from the incident that generated the complaint. A Grievance Statement Form is available through the Vice President for Student Services or designee.

- The Vice President for Student Services or appropriate administrator will explain the grievance process to the student or direct them to review the procedure in the College Catalog.
- The Vice President for Student Services or appropriate administrator will give written acknowledgement of receipt of the completed grievance form through BCC email. This acknowledgement may be given immediately or no later than two (2) working days after receipt of the grievance form from the student.
- The Vice President for Student Services or appropriate administrator will then refer the grievance to the immediate supervisor no later than two (2) working days after receipt of the grievance form from the student.
- The supervisor must respond in writing to the student via BCC email within ten (10) working days of receipt of the grievance form from the Vice President for Student Services or appropriate administrator. As a part of the effort to resolve the issue, the supervisor may consult with their immediate supervisor or the Vice President for Student Services.

3. Third Step:

If the written statement of the supervisor does not resolve the matter to the student's satisfaction, the student may request to appear before a Student Grievance Committee.

- The student must submit the request within five (5) working days after receiving the written response of the supervisor. The request must include a copy of the original grievance form and the reason why the supervisor's response is unsatisfactory. A copy of the supervisor's response must be attached to the complaint filed by the student. This request must be submitted in writing or via email to the Vice President for Student Services.
- The Vice President for Student Services or designee must immediately notify the President who shall appoint a Student Grievance Committee composed of:
 1. Five faculty/staff members appointed by the President. The President will select one faculty/staff member as the chairperson for the committee. For each appeal, the President will select one member to serve as a non-voting chair and recorder for the appeal.
 2. President of the Student Government Association (SGA). If the SGA President is unable to serve, the President of the College may appoint a student replacement. The President reserves the right to appoint an additional faculty/staff member if a student representative is unavailable for the hearing.
- The Vice President for Student Services or designee will send copies of the grievance to the members of the committee, the employee, and the employee's supervisor.
- The employee against whom the grievance was filed must be given an opportunity to respond in writing to the chairperson of the committee prior to the date of the Student Grievance Committee meeting.
- Meeting(s) must be conducted between five (5) and fifteen (15) working days following the date of the request. A postponement may be granted by the chairperson upon written request of either party if the reason stated justifies such action. Postponement requests must be submitted to the office of the Vice President for Student Services or designee.
- The Committee must hold individual interviews with the student, the employee, and the supervisor in the absence of other witnesses. In cases of conflict of interest, the supervisor may not be interviewed. The Committee may interview additional witnesses that it considers necessary to render a fair decision.
- The Committee must decide by majority vote the resolution of the grievance. The decision of the Committee is final. Within three (3) working days of the last grievance committee interview meeting, the chairperson shall send the committee's decision via email to the student, all other parties, and to the President of the College using only BCC email addresses.