

The following form can be filled out **Online**, printed for signatures, then mailed or faxed.

To fill out forms in Acrobat Reader:

- Select the “hand” tool.
- Click on a line or in a box and begin typing.
- Check boxes can be clicked on or off.
- To move from one editable area to the next, use the tab key.
- If you prefer, the “Highlight Fields” option can be selected to show the editable areas on the form, and the zoom tool in the browser can be used to enlarge the form view.
- When printing the form, start with page 2 of this PDF document.
- For best results, we recommend the latest version of Acrobat Reader.

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 Community Colleges of Spokane. The student is asked to remember:

1. 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.
2. Concerns must be initiated within 15 days of the start of the quarter following the quarter during which the alleged action(s) occurred.
3. 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. The student who has not successfully completed steps 1 and 2 must show cause that can 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 concern. If the concern cannot be resolved at this informal level and the issue 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 or discrimination. In these cases, students should follow CCS Administrative Procedure 3.30.01-A, Non-discrimination/Anti-harassment.

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 five (5) working days for the student to be notified of the receipt of the written concern.
5. When the issue involves a faculty member, the faculty member may choose to notify the AHE at any step in the process.

Step 1: The student submits his/her concern(s) in writing by completing Step One of the Student Concerns Form to the appropriate dean or appropriate administrator/supervisor.

Step 2: After receiving a written complaint, the dean or appropriate administrator/supervisor must notify the employee, within ten (10) working days, that a written complaint has been received. The employee will be given the submitted student concern form and is asked to write and sign a response regarding the complaint and return it within ten (10) working days to the dean or appropriate administrator/supervisor. A copy of the employee response will be provided to the student.

Step 3: The student schedules an appointment with the department chair or supervisor 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. It is the responsibility of the department chair or supervisor to notify the faculty/staff member regarding the outcome of the concern. If the concern(s) is not addressed to the student's satisfaction the student may proceed to Step 4.

Step 4: The dean or appropriate administrator will determine if additional meetings between the student and employee, and possibly department chair/supervisor, are appropriate. If the concern(s) is addressed to the student's satisfaction, the student indicates that in writing on the original complaint. It is the responsibility of the supervisor to notify the employee regarding the outcome of the concern. If the concern(s) is not addressed to the student's satisfaction, the student may proceed to Step 5.

Step 5: The student submits the written concern to the Chief Academic Officer or the Chief Student Services Officer. The file is reviewed, a decision is made and notification is given to the student, employee, department chair, dean, or division administrator and AHE/bargaining unit within ten (10) calendar days of the action or decision.

For more detail refer to CCS Administrative Procedure 3.40.01-D

STUDENT CONCERNS FORM
FORMAL PROCESS FOR RESOLVING STUDENT CONCERN(S)

IF THE INFORMAL PROCESS HAS NOT BEEN FOLLOWED AND COMPLETED
THIS FORM IS NOT TO BE USED AND WILL NOT BE ACCEPTED

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

Instructional (classroom related) _____	Non-instructional (not classroom related) _____
Class/Faculty: _____	Department/Staff: _____
Quarter/Year: _____	Quarter/Year _____

Step One: Student Concern(s)

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

Date of informal meeting with employee: _____

Please describe your concerns with the class or employee and any suggestions for improvements or changes that will resolve/alleviate your concern(s). Use additional space on backside if needed.

Student Name (please print): _____

Last name

First name

Middle

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STUDENT IDENTIFICATION NUMBER (if applicable)

Student Signature: _____ Date: _____

Submit this form to the dean or appropriate administrator/supervisor and you will be notified of the receipt of the concern with five working days. (CCS Administrative Procedure 3.40.01-D Step 1)

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Step Two: Employee 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.

Employee Signature _____ Date: _____

OR

- B. I have read the student's concerns; the informal process to resolve the issues were attempted and a satisfactory resolution was not reached.

Employee Signature: _____ Date: _____

Employee Comments:

Employee Signature: _____ Date: _____

AHE/Bargaining Notified: Initial _____ Date _____

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Step Three: Department Chair/Supervisor Review

Meet with the department chair/supervisor to discuss your concern(s).

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.

Resolved, send to Chief Academic Officer or Chief Student Services Officer

Not Resolved, Proceed to Step 4

STUDENT CONCERNS FORM
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Step Four: Dean or Appropriate Administrator/Supervisor Review

Dean or Appropriate Administrator/Supervisor Comments:

Administrator Signature: _____ Date: _____

Student Signature: _____ Date: _____

*Employee Signature: _____ Date: _____

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

AHE/Bargaining Unit Notified by Administrator: Initial _____ Date _____

Resolved, Sent to Chief Academic Officer or Chief Student Services Officer

Not Resolved, Proceed to Step 5. Student Concerns Forms are forwarded to the Chief Academic Officer or Chief Student Services Officer.

STUDENT CONCERNS FORM
FORMAL PROCESS FOR RESOLVING STUDENT CONCERN(S)

Step Five: Chief Academic Officer or Chief Student Services Officer Review

File all previous documents pertaining to the Student Concerns Form with the Chief Academic Officer or Chief Student Services Officer.

Chief Officer Comments:

Decision:

Signature: _____ Date: _____

Chief Academic Officer or Chief Student Services Officer

Copies Sent To:

- Employee
- Department Chair/Supervisor
- Dean/Administrator/Supervisor
- AHE/Bargaining Unit
- Student