



Policy Name:	Student Complaints and Grievances					
Section Number:	5.06	Section Title:	Student Affairs			
Policy Owner:	Vice President of Student Affairs		Last updated:	November 2019	Reviewed:	November 2019
Status:	Active		Due for Review:			

Purpose

Jones College shall provide a reasonable, prompt, orderly, and fairly administered resolution of complaints by an active student, for alleged improper, unfair, arbitrary, or discriminatory treatment by Jones employees, or employees under contract to Jones College.

A reasonable effort shall be made by Jones to guide and support students through the complaint procedure to facilitate early and effective resolutions. The procedures herein described shall be conducted on a confidential basis.

Any student raising a complaint shall be treated with respect and shall receive a response as described in the following procedure. Retaliation against anyone involved in the complaint process, including the complainant, witnesses, respondents or college officials is strictly prohibited.

Responsibilities

The Office of the Vice President of Student Affairs shall be responsible for developing and maintaining procedures that are consistent with this policy, in order to assure proper services to all students on the Jones campus. All vice presidents, deans, department directors, and other supervisors shall ensure that the faculty and staff in their areas of responsibility are aware of and in full compliance with this policy.

Procedures

The following procedures shall be followed for a fair and equitable process to present an issue of improper, unfair, arbitrary, or discriminatory treatment by students, Jones employees of the college:

- a. The student must put the complaint in writing to the Office of Student Affairs.
- b. The Office of the Vice President of Student Affairs or his/her designee will decide whether to respond based on an initial investigation.
- c. The Office of Student Affairs will determine if the student's complaint is better suited to another Jones College Policy. For example, complaints regarding grades will be heard through the Academic Policy and complaints of a sexual nature will be heard through the Sexual Misconduct Policy.
- d. A decision will be confirmed for the best avenue for a resolution. Options are informal process or the formal process.

Complaint Process

Students are encouraged to make reasonable efforts to have their concerns addressed informally. The complainant is strongly encouraged to discuss the matter in question informally with the respondent(s) (Jones employee(s) most directly involved.

- The Office of the Vice President of Student Affairs will assist in resolving the complaint through an informal process. If the matter is resolved to the satisfaction of the complainant, the matter is closed. If the problem is not resolved to the satisfaction of the complainant, the next step is to move to the Grievance process.
- While the complainant is encouraged to resolve the issue(s) in question through the complaint process, he/she may elect to move to the Grievance process at any time.

Grievance Process

If the complainant does not wish to attempt a resolution of the complaint through the Complaint process or, in the event the student believes the Complaint process has been unsuccessful, the complainant may use the Grievance process. At each step of the Grievance process, the complainant shall be advised by the Office of the Vice President of Student Affairs to meet with the student affairs committee to satisfy due process.

DUE PROCESS

A student bringing a Grievance against Jones College is guaranteed by the Student Affairs Committee to:

1. Have the Grievance heard by the Student Affairs Committee.
2. Be notified in writing 72 hours in advance the time and place that the proceedings will occur.
3. Appear alone or with another person to advise and assist him/her before the Student Affairs Committee
4. Be present during all phases of the hearing except during the Committee's deliberations.
5. Present evidence in his/her own behalf including witnesses.
6. Have reasonable cross-examination of the testimony against him/her if applicable.

HEARING PROCEDURES

1. Jones College promises all students access to due process.
2. Hearings will not be open to the public.
3. Records of the hearings of the Student Affairs Committee will be documented and a secretary will be provided to keep a written digest of the proceedings. Records will be secured by the Vice President of Student Affairs. Only those persons directly involved in a case may have access to the records pertaining thereto.
4. The hearing will be conducted in an orderly manner.
5. The student will have an opportunity to be heard. All recommendations of action shall be based upon the evidence presented which are determined to be in compliance of policies, rules, and regulations.
6. The student will have the opportunity to hear and refute all testimony against the Grievance. The accused may present any evidence in their own behalf, may reply in kind in their own words, and may present testimony in their behalf or have others present to testify on their behalf only related to the case at hand.
7. All matters upon which the decision is based must be introduced during the hearing.
8. The committee will consider the case in private and deliver the verdict directly to the student.
9. Right to the appeals process by consulting the Office of Student Affairs.

Appeal Process

Any outcome from the Grievance process by the Student Affairs committee may be appealed in writing by the complainant or respondent to the President of the institution within three (3) school days of the decision. This final appeal will exhaust the appeals process. The President will review the written appeal of the complainant, and information from the Complaint process, the documentation from the committee hearing. The President may rule on the appeal or may schedule a meeting with the complainant. The President's ruling will be delivered in writing through the Jones email system.

Student Grievance Records and Log

In order to comply with standards, set forth by SACSCOC and the federal Department of Education, the Office of the Vice President for Student Affairs will maintain a record of all Grievances, appeals, and outcomes in a secured and centralized location in the Office of Student Affairs.