



11460 Warner Avenue, Fountain Valley, CA 92708-2597  
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## Student Grievance Procedures

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Coastline Community College extends to all students the right to petition for readdress of grievance. The right to petition may be initiated at any time when the student has a grievance against any college employee, policy or procedure at Coastline Community College.

Every effort will be made to preserve confidentiality as grievances are fairly and equitably considered. The procedures will allow students to exhaust every administrative level possible in receiving fair and complete hearing of their grievances. These are college-level procedures for resolving problems and should not be viewed as legal or quasi-legal proceedings.

Based on the principle of improved communication between the students and the institution, the following procedures will be followed for students registering grievances:

**NOTE:** In order to establish due process, all parties to the grievances will adhere to the steps as outlined.

**STEP I:** Prior to filing a formal grievance, the student is expected to first contact the Dean of Student Services and the person(s) who has (have) the closest contact with the pertinent issue. The grievance should be thoroughly defined to be discussed objectively.

If the grievance cannot be resolved at this step, the student may progress to Step II after informing the person(s) involved of intended plans to file a formal grievance. The formal grievance must be filed during the semester in which the grievance occurs.

**STEP II:** The student meets with the Dean of Student Services to discuss the grievance. At this step, the "Formal Grievance Petition" is filed. The Vice President of Student Services will serve as an ombudsman in order to examine objectively both sides of the issue.

The Vice President of Student Services will then meet with all persons involved with the grievance. At the conclusion of Step II, the Vice President, within five (5) school days, will provide the student and others involved with a written summary of the discussion.

If the grievance has not been resolved by this step, the student may proceed to Step III.

**STEP III:** The student, within five (5) school days after the conclusion of Step II, will submit a written request to the Vice President of Student Services for a meeting of an arbitration committee. The committee will consist of:

1. The appropriate Dean for the Area involved
2. Vice President of Instruction
3. Faculty Member

4. Vice president of Student Services

A meeting of the committee will be called by the Vice President of Student Services to review and/or take action on the grievance. In ten school days after the student has filed a written request, the committee will meet with all involved parties and discuss the grievance in detail in an attempt to resolve the issue at this step. Meetings will be chaired by the Vice President of Student Services.

Within five (5) school days, the decision and proposed action will be communicated to the following:

1. Student involved
2. Committee members
3. College President
4. Other person(s) involved with the grievance

**STEP IV:**

If either the grievant or the other person(s) involved are not satisfied with the decision of action of the Grievance Committee an appeal may be made. Within five (5) school days after the decision or action, the appeal must be filed with the President of the College for consideration. Once the College President has reviewed the memorandum and the written Communication from the Grievance Committee, the President will schedule a private meeting with the complainant to discuss the matter.

**Note:**

The College President has discretionary power to uphold, Reverse, or modify the action taken by the Grievance Committee. The president's decision will be delivered to the grievant/student in writing with copies to the appropriate individuals involved.

**Step V**

If the grievant/student is not satisfied with the final college level disposition of the case, She/he may, through the Chancellor of the Coast Community College District, appeal directly to the Board of Trustees. The Board, after reviewing the materials pertaining to the grievance, may determine the time, place and manner of the hearing.

**Student's Right to Lodge Complaint:**

Excepting for unlawful discrimination complaints, each Coastline Community College student must first follow the Coastline Community College Student Grievance Procedures set forth herein. Upon the student's completion of the use of these grievance procedures, the student has the right to lodge a complaint with the California Community Colleges State Chancellor's Office. The student may also lodge a complaint with the College's accrediting commission, the Western Association of Schools and Colleges, through the State Chancellor's Office complaint websites below.

**California Community Colleges State Chancellor's Office:** (Student Complaints)

<http://www.californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx#complaintForm>

**California Community Colleges State Chancellor's Office:** (Unlawful Discrimination Complaints). If your complaint involves a claim of unlawful discrimination, please refer to the Chancellor's Office website at:

<http://www.cccco.edu/ChancellorsOffice/Divisions/Legal/Discrimination/tabid/294/Default.aspx>

**Accrediting Commission for Community and Junior Colleges**

(Western Association of Schools and Colleges)

<http://www.accjc.org/complaint-policy>

<http://www.accjc.org/complaint-process/complaint-form>

The Coast Community College District (Coastline Community College) has provided this disclosure to you in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR 34, Sections 600.9 (b) (3) and 668.43(b).

If you have concern with anything in this disclosure, please notify Coastline Community College at 11460 Warner Avenue, Fountain Valley, CA 92708. This disclosure was last revised on 11-18-2011. Nothing in this disclosure should be construed to limit any right that you may have to take civil or criminal legal action to resolve your complaints.

Date: \_\_\_\_\_

1. Grievant Name: \_\_\_\_\_

If filed by more than one person, all names: \_\_\_\_\_

2. Grievance (attach additional sheets as needed; be specific and include dates)

a. Nature of Grievance: \_\_\_\_\_

\_\_\_\_\_

b. Facts regarding to grievance: \_\_\_\_\_

\_\_\_\_\_

c. Relief Suggested: \_\_\_\_\_

\_\_\_\_\_

3. Have you brought your grievance to the attention of those who have taken the action?

\_\_\_\_\_

a. Describe the response of the individual who you feel is responsible for your grievance.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Is there any other information you wish to present? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Please attach any documents that you believe will support your grievance.

Signature of Grievant \_\_\_\_\_

Student Number \_\_\_\_\_ Date Received \_\_\_\_\_

Signature – Vice President of Student Services \_\_\_\_\_