

Skyline College
STUDENT COMPLAINT
INFORMAL RESOLUTION FORM (SCR 001)

Name: _____ G#: _____

Street Address: _____ City: _____ Zip Code: _____

Contact Phone _____ E-mail _____

Student Complaint Informal Resolution Process: the resolution of a complaint is a two-step process, informal and formal. A student with a complaint is expected to make a reasonable effort to resolve the matter on an informal basis prior to requesting a formal resolution. Meetings and dialogues between the parties directly involved are examples of informal problem-solving strategies that are highly recommended. Students who have complaints are expected to meet with the person/party directly involved to describe (1) the complaint and (2) the relief or remedy requested. Both parties are expected to seek a solution that is equitable and satisfactory. If the parties are unsuccessful in reaching a mutually acceptable resolution, either party may then seek the assistance of the immediate supervisor. The supervisor's role is to call meetings between the parties involved. Should the process described above fail to resolve the complaint satisfactorily, the student may then complete the Student Complaint Informal Resolution Form and submit it to the appropriate Instructional Dean.

Student Complaint Formal Resolution Process: Should the informal process described above fail to resolve the complaint satisfactorily, the College's formal grievance process may be initiated. The student may then seek a formal resolution by completing the Formal Statement of Student Grievance, which can be obtained from the Office of the Vice President of Instruction (for academic or course-related complaints) or the Office of the Vice President of Student Services (for non-academic/miscellaneous complaints.) The Formal Statement of Student Grievance must be filed within 30 days of the last attempt at an informal resolution.

Consultation and investigation meetings will be convened as necessary at any point of the resolution process.

=====

Guidelines for Resolution of Complaints

Below is a list of steps to be taken in resolving a student's complaints.

Academic or Course-Related Complaints	Non-Academic/Miscellaneous Complaints
<p><u>Informal</u></p> <ul style="list-style-type: none"> ❖ Meet with the instructor. ❖ Seek the assistance of the immediate supervisor, if applicable ❖ If your complaint is not resolved, complete the Student Complaint Informal Resolution Form and submit it to the appropriate Instructional Dean ❖ Make an appointment to meet with the appropriate Instructional Dean 	<p><u>Informal</u></p> <ul style="list-style-type: none"> ❖ Meet with the other person/party directly involved ❖ Seek the assistance of the immediate supervisor. ❖ If your complaint is not resolved, complete the Student Complaint Informal Resolution Form (SCR 001) and submit it to the appropriate Dean or manager ❖ Make an appointment to meet with the appropriate Dean or manager
<p><u>Formal</u></p> <ul style="list-style-type: none"> ❖ Submit the Statement of Student Grievance to the Vice President of Instruction. 	<p><u>Formal</u></p> <ul style="list-style-type: none"> ❖ Submit the Statement of Student Grievance to the Vice President of Student Services.

- Complaints involving Sexual Harassment and Discrimination – Contact the Office of the Vice President of Student Services at (650) 738-4333 or contact the Human Resources Office at (650) 358-6775, District Office, 3401 CSM Drive, San Mateo.
- Complaints involving Violations of Student Rights and/or Student Code of Conduct Policy – Contact the Office of the Vice President of Student Services at (650) 738-4333.
- Complaints involving Violations of Academic Accommodations for Students with Disabilities - Meet with Dr. Cheryl Johnson (650) 738-7951, Dean, Student Equity and Support Programs/504 Officer.

These complaints may require different forms.

**Student Complaint
Informal Resolution Form (SCR 001)**

Please complete the following. Additional documentation may be attached, if needed.

Describe the nature of your complaint succinctly and accurately. Academic or course-related complaints should include both course title and course registration number and the name of the instructor.

List the steps you have taken to resolve your complaint and their outcomes. List the names and titles of persons with whom you have met and meeting dates.

Specify the remedy or relief you are requesting.

Print Name: _____

Signature: _____ Date _____

**Skyline College
Formal Statement of Student Grievance
(Non-Academic/Miscellaneous Complaints)**

Non-Academic/Miscellaneous grievance may include, but are not limited to decisions regarding college policies (e.g. Admission, Matriculation.)

The form is not to be used for sexual harassment, discipline or discrimination complaints. Complaints of sexual harassment or discrimination should be directed to the Office of the Vice President of Student Services, (650)738-4333, or the Human Resource Department of the San Mateo County Community College District.

Please attach a copy of the Informal Resolution Form (SCR 001) and any additional information. If additional space is needed, attach information to this document.

- A. Provide a statement describing your formal grievance.

- B. Describe the general and specific grounds on which your grievance is based.

- C. What action(s) have you taken to attempt to resolve this matter informally?

- D. Provide the names of any people who may have information related to this grievance. If you have any witnesses, please provide their names and contact information (address/phone number/email).

Signature of Student

Date

Procedures for Filing the Grievance:

Please contact the Office of the Vice President of Student Services, at (650) 738-4333. Once your grievance has been reviewed, a written decision in response to your grievance will normally be provided to you within 10 working days of receipt of your grievance.

Decision: **Grievance Upheld** _____ **Grievance Denied** _____

Letter from VPI/VPSS sent to student: _____ **Date** _____

Skyline College
Formal Statement of Student Grievance
(Academic or Course Related)

Academic or Course-Related Grievances (Check Appropriate Box)

Academic or Course Related Challenges

Grade Challenges *Students filing a formal Statement of Student Grievance for disputes regarding grades received must be able to demonstrate mistake, fraud, bad faith or incompetence in the academic evaluation of their performance. In the absence of mistake, fraud, bad faith or incompetence, the grade determined by the instructor shall be final. (Ed. Code Section 76224). **Grade challenges must be filed within one year of issuance of the grade in dispute.***

A. Provide a statement describing your formal grievance.

B. Describe the general and specific grounds on which your grievance is based. (See Ed. Code Section 76224 above for specific grounds on which grade grievances may be based.)

C. What action(s) have you taken to attempt to resolve this matter informally? Please attach a copy of any documentation you may have previously submitted as part of your informal resolution (e.g. SCR 001).

D. Provide the names of any people who may have information related to this grievance. If you have any witnesses, please provide their names and contact information (address/phone number/email).

Signature of Student

Date

Procedures for Filing the Grievance:

Submit your grievance to Vice President of Instruction, Dr. Kristy Lisle, lislek@smccd.edu or (650) 738-4321. Once your grievance has been reviewed, a written decision in response to your grievance will normally be provided to you within 10 working days of receipt of your grievance.

Decision: **Grievance Upheld** _____ **Grievance Denied** _____

Letter from VPI/VPSS sent to student: _____ **Date** _____