

MANUAL OF POLICY

Title	Student Grievance or Complaint	3313
Legal Authority	Approval of the Board	
Date Approved by Board	Board Minute Order dated December 17, 1998 <i>As Amended by Board Order Dated July 20, 2006</i>	

Students at South Texas College have the right to file a complaint or grievance when they believe that they were unjustly or improperly treated by the College, College employees, or other students.

A complaint is an informal process used to resolve an issue (dissatisfaction with a procedure, policy, application of a policy or actions of an individual) through which a student's rights were not violated.

A student grievance is a formal process involving written documentation and is utilized by the student complainant when there has been a violation, a misinterpretation, an arbitrary or discriminatory application of College policy, regulation, or procedure which applies personally to the student complainant or the student complainant has been discriminated against on the basis of race, color, religion, sex, national origin, age, disability, veteran status or sexual orientation.

A student who files a frivolous or retaliatory complaint or grievance may be subject to disciplinary action, up to and including dismissal from the College. The College will not retaliate against any student filing a complaint or grievance in "good faith."

A complaint is an informal process used to resolve an issue (dissatisfaction with a procedure, policy, application of a policy or actions of an individual) through which a student's rights were not violated. A student complaint is handled informally by following the student complaint procedures.

A student grievance is a formal process involving written documentation. The student complainant must demonstrate that the issue meets specific criteria to file a formal grievance; otherwise the student complainant must follow the complaint procedures.

The criteria and procedures for filing a complaint or grievance are readily available in the Student Handbook.