

Treasure Valley Community College

Code: JFHA
Adopted: 4/6/05
Readopted: 10/14/09; 6/18/19
Orig. Code: AR 901-9

Student Complaints

General Procedures

If a student believes they have been unfairly treated by an officer of the College, or a member of the College staff, excluding faculty on instructional related issues, through a policy or procedure violation unrelated to academic issues, criminal activity or issues of discrimination, hazing, intimidation, menacing or harassment and/or Title IX violations, the student may pursue the matter on two levels, informally and formally.

First, the student may address the complaint informally with the staff member and attempt to resolve the matter through direct discussion.

Second, if the informal procedure fails to satisfy the complaint and or the student is not comfortable addressing the complaint directly with the staff member, the student may file an official complaint and request a formal inquiry of the complaint with the staff member's immediate supervisor or department's director. The department's director, or immediate supervisor, shall serve as a mediator and will attempt to resolve the complaint. If the efforts of the department director or supervisor fail to resolve the complaint, the complaint will be shared with the Director of Legal and Human Resources in addition to the acting applicable administrator for final review.

In either case, the student must initiate proceedings with the College within 10 business days of the time of the incident. It is important to understand that the more time that has occurred from the initial incident until the reporting of the complaint may significantly impact the investigation and outcome of the complaint.

Student Complaint Procedure

If any student attending the College feels that any staff member at the College has acted in an arbitrary or capricious manner the student may initiate a student complaint under either complaint process listed above. Faculty Contract – Article 7 - pages 26-30 – Student Complaint Procedure - Academic or Instructional Related Issues is for all academic or instructional related issues regarding the classroom and faculty members. Board policy JFCF/GBNA-AR – Staff and Student Complaint Procedures for Hazing, Harassment, Intimidation or Menacing – is the complaint, investigation and appeals process initiated by the Director of Legal and Human Resources.

END OF POLICY

Legal Reference(s):

<http://landru.leg.state.or.us/ors/341.htm>
[IORS 341.290\(2\)](#)