

## **150.040 – STUDENT GRIEVANCE POLICY**

**Revised:** September 2015

### **POLICY**

The primary objective of the grievance policy is to ensure that student concerns are promptly addressed, and that resolutions are reached in a fair and just manner.

A grievance is defined as dissatisfaction occurring when a student believes that any decision, act, or condition affecting them is illegal, unjust, or creates unnecessary hardship. Such grievances may concern, but are not limited to, the following: academic problems; wrongful assessment of fees; records and registration errors; and discrimination because of race, national origin, sex, marital status, religion, age, or disability. Complaints covered by policies already in place (i.e., Prohibition of Harassment and Intimidation, Drug Free Campus, Smoking, Alcohol on Campus, Plagiarism, Withdrawal from Program Refund Policies, etc.) are excluded from this policy.

### **PROCEDURE**

Students at Maine Media Workshops + College may file a grievance through this procedure. Prior to invoking the procedures described below, the student is strongly encouraged to discuss his or her grievance with the person(s) alleged to have caused the grievance. The discussion should be held as soon as the student first becomes aware of the act or condition that is the basis of the grievance. Regarding an academic concern, if a student elects to bypass the above or is dissatisfied with the response, the student is encouraged to seek counsel from the Program Chair or Director. If the student is still dissatisfied they may present the grievance in writing to the Academic Standards Committee via the Vice President of Academic Affairs. A hearing of the grievance before the Academic Standards Committee will be scheduled within 10 days of receipt of the written grievance should it be required to resolve the grievance. The Committee will respond to the student in writing within one week from the date of the hearing.

If the grievance is non-academic in nature (i.e., disciplinary, financial aid, records) the student is encouraged to seek counsel from the Program Chair or Director. If the student is still dissatisfied they may present the grievance in writing to the Vice President of Academic Affairs. A hearing of the grievance before the appropriate Committee will be scheduled within ten days of receipt of the written grievance should it be required to resolve the grievance. The Committee will respond to the student in writing within one week from the date of the hearing.

A grievance against the Program Chair, Director or the Vice President should be submitted to the President of the College.

Regardless of the situation, no member of the College community may harass or retaliate against a student who has filed a grievance under the College grievance procedure.