

The purpose of this procedure is to provide an efficient and equitable means of resolving student grievances. This procedure is available to any student who believes a decision or action

Definitions

- A. The college: This means MiraCosta Community College District.
- B. Grievance: A statement of a complaint about something believed to be wrong or unfair.

A student who has a concern or complaint should follow the conflict resolution process, which is described below. The Student Affairs department can assist a student with this process.

Conflict Resolution

To resolve any issues with a faculty member, the student should make a reasonable effort to follow the steps listed below:

- A. Contact the instructor in person, by email, or by telephone, unless there is a valid reason (student feels intimidated, instructor unavailable after several attempts, etc.) to omit this step.
- B. If the concern or complaint is not resolved satisfactorily by contacting the faculty member, contact the faculty member's department chair in person, by email, or by telephone. The department chair will determine if the student contacted the faculty and if applicable, explore their reasons not to do so.
- C. If the concern or complaint is still not resolved, contact the faculty member's dean in person, by email, or by telephone. The dean will determine if the student contacted the faculty and/or department chair and if applicable, explore their reasons not to do so.

of Student Services at the Community Learning Center to explore other possible options to address the concern.

To resolve a conflict with another student, the student with the complaint should make a reasonable effort to follow the steps listed below:

- A. If appropriate, discuss the issue with the other student directly in person, by email, or by telephone unless there is a valid reason (student feels intimidated, other student unavailable after several attempts, etc.) to omit this