

Student Grievances

It is the policy of Mohave Community College to protect the rights and freedoms of students and other members of the campus community. The College has created internal policies and procedures to address grade related and non-grade related problems and grievances. Submission forms are available on the MCC website at <http://www.mohave.edu/studentforms>.

If a student has an academic or non-academic complaint, or believes that he or she has been harmed by an inequitable or inappropriate implementation of the regulations and procedures of the College, the following Grievance Procedure shall be followed. Students are encouraged to discuss academic concerns with their instructor first. If not satisfied with the outcome of these discussions, the student may then appeal the decision to the instructor's Academic Chair or Program Director. Although the policy does allow for informal as well as formal complaint procedures, students should be aware that there are time limits designated in the policy, and they should seek assistance in resolving an academic conflict as quickly as possible.

Grievance, as used here, shall mean a complaint by a student of Mohave Community College against a representative of the College when s/he perceives that s/he has suffered adverse academic or other consequences from an alleged violation, misinterpretation, inequitable application, misrepresentation, or inappropriate implementation of the academic or non-academic regulations and procedures of the College.

In keeping with the intent and spirit of these procedures, it is incumbent upon all parties to show respect, restraint, and responsibility in their efforts to resolve the grievance. It is incumbent on students proceeding with a grievance to provide evidence of a violation. It is incumbent upon representatives of the College to arrange meetings and conferences concerning the matter in good faith and promptly to communicate decisions to the student promptly.

This procedure is in no way intended to supplant or duplicate other grievance procedures available either to the student or the College representative(s) named in the grievance, or to prevent such individuals from pursuing other remedies as are provided by law.

Grievance Procedures

When a student believes s/he can demonstrate s/he has been harmed by a violation, misinterpretation, inequitable application, misrepresentation, or inappropriate implementation of the academic regulations and procedures of the College, the following grievance procedure shall be followed. The failure of any College personnel at any level to communicate a decision to the aggrieved student within the stated time limits shall permit the student to proceed to the next step of the process (unless, for reasonable cause, the time limit has been extended by the Campus Dean). The failure of the student to appeal the grievance to the next step within the stated time limits shall constitute a withdrawal of the grievance and shall bar further action (unless, for reasonable cause, the time limit has been extended by the Campus Dean).

Grievance Resolution Process

Grade Related

Level 1- Informal Grade Appeal process

A student must challenge a class grade within 90 days of the conclusion of the class by contacting the instructor of the class. The instructor will answer questions and concerns and/or offer a resolution to the grade challenge.

Level 2 – Formal Grade Appeal process

1. Within seven (7) working days the Level 1 resolution offer, a student wishing further action on the grade appeal must complete and return a Student Grievance Resolution form. This form is available in the office of the director of student services and must be returned along with any documentation that supports the complaint to the director of student services. The director of student services will forward a copy of the grade appeal to the instructor and the appropriate academic chair. The student must keep a copy of his/her completed complaint form.
2. Within fourteen (14) working days of receipt of the grade appeal form, a Mediation Hearing Committee composed of the student, the instructor and the instructor's academic chair or program director, who serves as chair of the committee, will convene. Any or all parties may have an on-campus person accompany them during any discussions. Meetings of the Mediation Hearing Committee are closed to observers. At this meeting the student and the instructor will resolve the issue or the academic chair will decide if the grade appeal is valid and what action should be taken.

Note: In cases where the instructor cannot be contacted by registered mail the academic chair or program director and the Campus Dean and the registrar may certify grade changes.

3. Within seven (7) working days of the meeting date the academic chair or program director will, in writing, inform the student and the instructor of his/her decision.

Level 3 – Appeal to Campus dean

1. Within seven (7) working days of the Level 2 decision, a student wishing further action on the grade appeal must submit a copy his/her completed grade appeal form, a copy of the academic chair's or program director's decision and any supporting documentation to the Campus Dean.
2. Within fourteen working days of receipt of the appeal the Campus Dean will conduct an investigation. The student, the instructor, the Academic Chair or Program Director and the Dean of Instruction will be informed of the results of this investigation in writing and render a decision on the grade appeal. The campus dean's decision is the final decision of the college, and no further appeal is available. All records regarding decisions and actions taken regarding the grievance will be housed in the Office of Administration

Note: Semester breaks, vacations, etc. may affect the resolution timeline.

Non-Grade Related

Level 1 - Informal grievance resolution process

Within thirty (30) working days of the alleged event which forms the basis for the grievance, the student must contact the appropriate academic chair, director or student services or campus dean who will answer questions and concerns and/or offer a resolution to the grievance.

Level 2 - Formal grievance resolution process

Within thirty (30) working days of the Level 1 resolution being offered, a student wishing further action on the grievance must complete and return a grievance resolution form. This form is available in the office of the director of student services and must be returned to the director of student services. The director of student services will forward a copy of the Student Grievance Resolution form to the respondent (person against whom the student has the grievance) and the appropriate academic chair, program director or campus dean. The student must keep a copy of his/her completed complaint form. Within ten (10) working days of the receipt of the written complaint, the academic chair, program director or campus dean will work with all parties involved to resolve the grievance. Any or all of the parties involved may have a person accompany them during any discussions.

Level 3 – Appeal to Campus dean

Within ten (10) working days of the Level 2 resolution being offered, a student wishing further action on the incident must submit a copy of his/her completed grievance resolution form to the campus dean. Within twenty (20) working days of receipt of the grievance resolution form, the campus dean will conduct an investigation of the unresolved grievance and inform in writing the student, person against whom the student has the grievance, appropriate academic chair, program director, and dean of student services, of the results of this investigation.

The campus dean may take one or more of the following actions:

1. Offer a resolution to the grievance.
2. Dismiss the grievance.
3. Take appropriate action.

NOTE: Any time limit herein may be extended by five (5) college working days by the campus dean with notice to the student. Timelines may be further modified by mutual agreement.

All records regarding decisions and actions taken regarding the grievance will be housed in the Office of Administration.