



Student Grievance Procedures

De Anza College strives to treat all students fairly, but as in any complex organization, misunderstandings and even conflicts can arise from time to time. Students have certain rights under the published rules and regulations of the district and the college, the state laws regarding education, and the federal affirmative action laws. This procedure should not be used to address unlawful harassment or discrimination. If students feel they may have been subjected to unlawful harassment or discrimination, they should refer to the sexual harassment and/or antidiscrimination sections of the catalog. If students feel that their student rights have been violated by the college—in one instance, or over a period of time in a series of events—they have the right to try to resolve the problem. In most cases, problem situations turn out better if they're attended to quickly and simply. That's why De Anza's trustees and student government set up the Student Grievance Procedures, which require a student to do just that. The complete Student Grievance Procedures follow in this step-by-step summary. Students should read them carefully if they decide to file a grievance.

Procedures:

Step 1. Students must first try to solve the problem informally. Meet with the other person(s) involved and try to solve the problem. Ask for help from any De Anza community member.

Step 2. If students still aren't satisfied, they can file a formal grievance. Upon the recommendation of the appropriate dean or administrator, students can file a grievance form. They must provide the specific rule or law (Students Rights and Responsibilities) that they feel was violated, as well as all the details of the events(s), and copies of any pertinent documents. Don't delay—to file a grievance students must be currently enrolled or have been within 30 days before filing, and they must have learned of the particular event or the latest of a series of events no more than 30 days before they file. [Regardless of when students learned of the events(s), if the alleged violation(s) happened more than a year in the past the grievance won't be valid.]

Step 3. Pick up a student grievance form from the Office of Student Development and EOPS or the De Anza Associated Student Body (DASB) Office, the Office of College Life or the office of the vice president of Student Services. Assistance is available for completing the form from any faculty or staff member; or ask for help from the DASB.

Step 4. File the completed student grievance form with the Office of Student Development and EOPS. Please do not return the completed grievance form to any other office. Students will receive acknowledgement of receipt of their grievance usually within two weeks from the time it is received. The grievance will be forwarded to the dean of Student Development and EOPS.

Step 5. The Grievance Review Board will review their grievance and will decide if students met the standards for filing, and whether their grievance meets the basic standards of legitimacy for consideration. The office of Student Development and EOPS will contact them if their grievance warrants a hearing, and a hearing will be scheduled.

Step 6. The exact nature of the hearing differs from case to case and is under the direction of the grievance officer. Students can have with them, or be represented by, any other person who is not an attorney. Students can purchase (at cost) a copy of the official record of the hearing.

Step 7. The Grievance Review Board will try to reach a decision within 14 days from the time of the hearing. The board will decide, based on the outcome of the grievance, what relief (if any) students should be granted, and will forward their recommendation to the dean of Student Development and EOPS. Students will be notified by the dean of the board's recommendation.

Step 8. The college president or his/her designee has the final decision regarding the outcome. If it is determined that violation of rights is a result of a district rule or some other reason beyond the college's control, the president or his/her designee will recommend the appropriate action at a higher level, the chancellor and trustees.

I have read and understand the complaint process stated above.

Signature

Date

Translator/Language

***NOTE:** Please refer to the College catalogue for specific information regarding grievance procedures and appeals.

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