

### **NWSC Grievance Policy for Student Complaints:**

NWSC is committed to the both welfare of its students and continuous quality improvement, and recognizes that a complaint from a student has to be addressed seriously and expeditiously, and might also represent an opportunity for improvement. This policy covers the process for filing and resolving student complaints. It is covered in Student Orientation and is available to students through the NWSC catalog and on the college website.

Grievances are defined as complaints or allegations by students of the violation by College faculty or employees of College policies that implicate their interests (and may include, but are not limited to, discrimination, harassment, capricious grading, or determinations made in the application of other College policies), and are handled through a formal adjudicative process.

A student who has been unable to resolve an issue directly with a faculty or staff member should contact the Programs Manager and obtain the ***NWSC Grievance Form*** in order to file a formal complaint. The form should be completed and submitted to the Programs Manager within ten working days of the incident. The complaint must include a concise statement of the allegations that form the basis for the student's complaint, including a careful statement of the facts, rules, regulations, policy, or practice that was violated; a summary of the attempts at resolution; and a suggested remedy. The Programs Manager is responsible for satisfactorily addressing the complaint and documenting the response, upon necessary consultation with and approval of the VP of Academic & Students Affairs. If the complaint involves the Programs Manager or VP-ASA, it is submitted to the President's Office for resolution. If anyone from the President's Office is involved in the complaint, it is referred to a Grievance Committee formed by the Chair of the NWSC Board of Regents.

[Note: This Grievance Policy and associated Grievance Form are posted on the NWSC website.]