Delgado COMMUNITY COLLEGE

Policy No. SA-2530.2A

POLICY & PROCEDURES MEMORANDUM

TITLE:	**STUDENT GRIEVANCE PROCEDURES**
EFFECTIVE DATE:	**August 6, 2026*** *(*Organizational/Procedural/Title Updates 8/6/26; 8/12/24; Procedural/Title Updates 1/14/22; 4/27/21;1/3/19; 12/12/12; 6/8/12, 3/06/08, 2/24/05; Original 2/17/98)*
CANCELLATION:	SA-2530.2A (8/12/24)
CATEGORY:	Student Affairs (SA)

POLICY STATEMENT

Student grievance, as used in this memorandum, refers to complaints of students against employees of Delgado Community College. It does not include grade appeals, academic status appeals, admission appeals, student discipline by the institution, financial aid appeals, refund appeals, or other matters that are within the jurisdiction of other committees of the institution. Title IX complaints are addressed in accordance with Louisiana and Community and Technical College System and Delgado Title IX policies, procedures, and requirements. Title IX complaints are reported through the College's Title IX Program and handled by the College's Title IX Coordinator.

The procedures contained in this memorandum are to be followed for all complaints and/or grievances, as defined above, which are filed against employees of the College. The College is committed to affording all students, including distance education students, the opportunity for accessibility and due process during the student grievance process. To ensure this, at each step of the process an available distance option will be provided when necessary.

PROCEDURES & SPECIFIC INFORMATION

1. **Purpose**

   To publish the College's policy for affording students a process for addressing grievances, which students might have against employees of the College.

2. **Scope and Applicability**

   This policy and procedures memorandum applies to all enrolled students and all employees of the College. Specifically, the procedures outlined in this memorandum apply when an enrolled student initiates an action against employee(s) of the College.

3. **Definitions**

A. **Grievance**

Grievance, as used in these procedures, refers to complaints of students against employees of the College and does **NOT** include grade appeals; academic status appeals; admission appeals; student discipline imposed by the institution; financial aid appeals; refund appeals; traffic citation appeals; or any other matters that are within the jurisdiction of other committees of the institution. Title IX complaints are addressed in accordance with Louisiana and Community and Technical College System and Delgado Title IX policies, procedures, and requirements. Title IX complaints are reported through the College's Title IX Program and handled by the College's Title IX Coordinator.

B. **Student**

Student, as used herein, refers to any individual currently enrolled as a student at the College.

C. **Employee**

Employee refers to any individual employed by the College. A student employee is considered an employee of the College when an alleged grievance occurs during paid working hours.

D. **Complainant**

Complainant refers to the student making a complaint or filing a grievance.

E. **Respondent**

Respondent refers to the employee against whom a complaint or grievance has been filed.

F. **Supervisor**

Supervisor refers to the immediate supervisor of the respondent.

G. **Workday**

Workday means when the College is officially open for business operations. and excludes weekends, holidays, or other days the College is closed (e.g., weather event, etc.).

H. Designee

Designee refers to an employee appointed by the Vice Chancellor for Student Affairs.

4. Mediation Procedures

A. General Provisions

If a student complaint is of an academic nature with a faculty member in whose class the student is currently enrolled, the student has the option to follow the Student Academic Complaint Procedure within seven (7) workdays of the alleged incident. If the complaint is not resolved through the optional Student Academic Complaint Procedure or if the student chooses not to pursue the matter through the Student Academic Complaint Procedure, the student retains the option to proceed with the College process to follow.

Unless the respondent is a faculty member in whose class the student is currently enrolled, a student who wishes to make a complaint through the College process, must within ten (10) workdays of the alleged incident complete an online *Student Complaint Form* (Attachment A). If at the time of the alleged incident, the respondent is a faculty member in whose class the student is enrolled, the complainant has until ten (10) workdays following the official end of that semester to submit an online *Student Complaint Form*.

Within five (5) workdays of receiving a completed *Student Complaint Form*, the Vice Chancellor for Student Affairs' designee contacts the complainant, to arrange a meeting/discussion to discuss the alleged incident. The complainant must respond within five (5) workdays of receiving the Vice Chancellor for Student Affairs' designee's request to arrange the meeting/discussion or the complaint is dropped. If after discussing the complaint with the student, it is the opinion of Vice Chancellor for Student Affairs' designee that no violation of college policy has occurred, the Vice Chancellor for Student Affairs' designee so informs the complainant and makes a written record of the discussion they had with the complainant. The complainant may accept the decision of the Vice Chancellor for Student Affairs' designee or file a formal grievance using the procedures outlined in Section 5, which requires the complainant to file a *Student Grievance Form* within five (5) workdays of notification of the Vice Chancellor for Student Affairs designee's decision.

If the Vice Chancellor for Student Affairs' designee finds that a violation of college policy might have occurred, the Vice Chancellor for Student Affairs' designee notifies the respondent and the respondent's supervisor in writing that a Student Complaint Form has been submitted. The Vice Chancellor for Student Affairs' designee:

1. offers to:

   - hold a *Mediation Conference* during which the complainant has an opportunity to discuss their complaint with the respondent, the respondent's supervisor, and the Vice Chancellor for Student Affairs' designee (the Vice Chancellor for Student Affairs' designee may serve as both the supervisor and mediator); or
   - investigate the alleged incident and provide feedback to the complainant without holding a Mediation Conference;

2. if the incident is deemed a potentially serious violation of college policy, provides the complainant with a *Student Grievance Form*, Form 2530/003, (Attachment C); encourages the complainant to complete and return the form within five (5) workdays to the Vice Chancellor for Student Affairs' designee. The Vice Chancellor for Student Affairs' designee forwards the Student Grievance Form to the Vice Chancellor for Student Affairs within five (5) workdays.

3. if the incident involves a potential violation of Delgado Standards of Conduct, LCTCS Code of Conduct policy, or another college or system employee policy, the Vice Chancellor for Student Affairs' designee will report the incident to the Chief Human Resources Officer or designee;

4. if the incident involves physical abuse/harm or threat thereof, or conduct that threatens or endangers the health and safety of any person, the Vice Chancellor for Student Affairs' designee will immediately report the incident to the Chief Human Resources Officer or designee and to Campus Police.

If applicable, the Vice Chancellor for Student Affairs' designee notifies the respondent and the respondent's supervisor when an investigation is being conducted, as well as when a Student Grievance Form is submitted.

B. **Mediation Conference**

Within ten (10) days of meeting with the complainant, if the Vice Chancellor for Student Affairs' designee has found that a violation of college policy might have occurred and the complainant accepts the offer of a Mediation Conference, the conference will be scheduled.

A Mediation Conference provides an opportunity for the complainant, respondent, respondent's supervisor, and Vice Chancellor for Student Affairs' designee to discuss and attempt to resolve the alleged incident without a Grievance Hearing. When the Vice Chancellor for Student Affairs' designee has found that a violation might have occurred, and the respondent has accepted the offer of a Mediation Conference, the Vice Chancellor for Student Affairs' designee establishes a day, time, and location for the conference. At least five (5) workdays prior to holding a Mediation Conference, the Vice Chancellor's designee notifies, in writing, the complainant, respondent, and respondent's supervisor of the day, time, and location of the conference, and provides the respondent and their supervisor with a copy of the *Student Complaint Form*, completed by the complainant.

If the respondent chooses not to attend the Mediation Conference, the Vice Chancellor for Student Affairs' designee provides the complainant with a *Student Grievance Form,* notifies the complainant to complete and return the form within five (5) workdays of meeting with the Vice Chancellor's designee, and forwards it to the appropriate grievance committee.

If the respondent chooses not to attend the Mediation Conference and chooses to respond in writing, the respondent uses *Response to Student Complaint Form,* Form 2530/002, (Attachment B). If the respondent chooses to attend the Mediation Conference, and the complaint is resolved to the satisfaction of the complainant, the Vice Chancellor for Student Affairs' designee notes the outcome in the Vice Chancellor's designee files.

If during the Mediation Conference, the complaint cannot be resolved to the satisfaction of the complainant, the Vice Chancellor for Student Affairs' designee informs the complainant of of their option to file a formal grievance following the procedures outlined in Section 5.

C. **Mediation Without a Conference**

The Vice Chancellor for Student Affairs' designee follows the same procedures (and corresponding time line) as outlined above for a Mediation Conference, but will not hold a face-to-face conference between the complainant and respondent. In these situations, the complainant must complete an online *Student Complaint Form* (Attachment A) and the respondent is strongly encouraged to complete the

Response to Student Complaint Form, Form 2530/002, (Attachment B). If the complaint cannot be resolved to the satisfaction of the complainant, the Vice Chancellor for Student Affairs' designee informs the complainant of their option to file a formal grievance following procedures outlined in Section 5.

5. Grievances

A. Referral to Student Grievance Committee

If under Section 4 preceding:

1. the Vice Chancellor for Student Affairs' designee has found that a serious violation of college policy might have occurred;

2. ***or*** if the complainant has chosen to bypass mediation;

3. ***or*** if the respondent has chosen not to attend a scheduled mediation conference; or
4. ***or*** if a complainant is not satisfied with the outcome of a Mediation Conference;

5. ***and*** if the complainant has completed and returned a *Student Grievance Form,* Form 2530/003, (Attachment C) within five (5) workdays of 1 through 4 above to the Vice Chancellor for Student Affairs' designee;

then the Vice Chancellor for Student Affairs refers the grievance to a student grievance hearing committee within ten (10) workdays of receiving the *Student Grievance Form*.

Before forwarding the *Student Grievance Form* to the grievance hearing committee, the Vice Chancellor for Student Affairs attempts to gather any information relevant to the alleged violation of college policy. Together with the *Student Complaint Form* (if any) and the *Student Grievance Form*, the Vice Chancellor for Student Affairs forwards this information to a grievance hearing committee. This information might include:

- notes from interviews the Vice Chancellor for Student Affairs' designee conducted with the complainant, respondent, respondent's supervisor, or witnesses (if any);

- notes from any Mediation Conference conducted as described in Section 4B.

- a brief summary of other complaints, grievances or incidents, on file, found to have merit*, against the respondent (if any);

- a brief summary of any on-file administrative charges of similar behavior, found to have merit*, against the respondent (if any);

- if the respondent chooses to provide it, their written response on the *Response to Student Grievance*, Form 2530/004, (Attachment D) and any accompanying documentation.

- ***Note**: Only complaints, grievances, incidents, charges that were (at the time of the incident or submission of student complaint form) discussed by the respondent's supervisor or Vice Chancellor for Student Affairs' designee with the respondent and which were either acknowledged to have happened by the respondent or found to have occurred through the grievance process may be given to the grievance hearing committee.*

B. **Hearing**

1. ***Location*.** All hearings are handled on the campus/site where the alleged violation occurred regardless of the home campus/site of the complainant(s) or respondent(s). Incidents occurring at Delgado sites where no full-time faculty/staff are housed are to be handled on the City Park or West Bank Campus, as appropriate. Hearings may also be held virtually or by teleconference as appropriate when determined by the Vice Chancellor for Student Affairs.

2. Timeframes. Timeframes for each step of the process are provided; however, a reasonable timeframe with justification may also be adhered to as approved by the Vice Chancellor for Student Affairs.

3. ***Scheduling*.** The grievance hearing committee schedules a hearing within ten (10) days of receiving the *Student Grievance Form*.

4. ***Notification*.** Within five (5) workdays in advance of the hearing, the committee chair, in writing, notifies the complainant, respondent, respondent's supervisor and the Vice Chancellor for Student Affairs of the day, time, and location of the hearing.

5. ***Procedures.*** In order to protect the rights of all those who might appear before the grievance committee and to provide the respondent with a fair hearing, the following procedures are followed:

   a. the complainant and respondent are provided written notice of the hearing at least five (5) workdays in advance;

   b. All five appointed members of the committee must be present at the hearing; however, in the event an emergency prohibits the committee member from attending, the Vice Chancellor for Student Affairs names a replacement.

   c. except in cases of unavoidable emergency, if the complainant does not appear or does not request a postponement in advance, the grievance is nullified; however, in cases involving alleged harm or other circumstances deemed appropriate with justification, the Vice Chancellor for Student Affairs may permit virtual or teleconference attendance.

   d. except in cases of unavoidable emergency, if the respondent does not appear, the hearing will proceed;

   e. the complainant and respondent are provided the opportunity to testify if they so desire;

   f. the complainant and respondent are provided the opportunity to present the testimony, either in writing or orally, of any competent witnesses who have personal knowledge of the grievance;

   g. in an advisory capacity only, the complainant and respondent are permitted to have a representative attend the hearing (The representative may not speak to or ask questions of any member of the committee or anyone appearing before it.); and

   h. both the complainant and respondent (if they choose to attend the hearing) are permitted to be present during all testimony heard by the committee.

6. ***Findings.*** After hearing from all of those who appear and offer relevant testimony, the committee excuses all but its members and retires to consider the grievance. It determines a finding of “responsible” or “not responsible” based on the relevant written and oral evidence presented.

Within five (5) days of the hearing's conclusion, the chair of the committee notifies, in writing, the Vice Chancellor for Student Affairs of the committee's findings.

Within five (5) workdays of receiving the communication of the committee's findings, the Vice Chancellor for Student Affairs communicates in writing, the Vice Chancellor's decision, which includes findings and sanctions, if any, to the complainant, respondent, and the respondent's supervisor. The Vice Chancellor for Student Affairs' notification must also inform the complainant and the respondent of their right to appeal to the College Chancellor and the next steps in the appeal process. A copy of the communication is filed in the Student Complaint/ Grievance Files maintained by the Vice Chancellor for Student Affairs.

6. Sanctions

A. Student Sanctions

If student sanctions are warranted, the Vice Chancellor for Student Affairs will initiate the College's Student Judicial Procedures.

B. Employee Sanctions

If employee sanctions are warranted, the Vice Chancellor for Student Affairs consults with the Chief Human Resources Officer and the appropriate Vice Chancellor within five (5) workdays. Sanctions that may be imposed include, but are not limited to:

- a written reprimand;
- suspension with pay;
- suspension without pay;
- demotion;
- removal of tenure; and/or
- termination.

If the sanction involves termination, revocation of tenure, or separation, additional due process procedures are required and initiated by the College.

7. Appeals

If the complainant or respondent choose to appeal the decision, they must file their appeal, in writing, with the College Chancellor within five (5) workdays of being notified of the decision.

If the complainant or respondent appeal the decision, or if the College Chancellor modifies or rejects the decision, the College Chancellor notifies, in writing, all parties to the grievance and the committee members, their ruling on the appeal within ten (10) workdays of the appeal or the notification of the decision, as applicable. A copy of the College Chancellor's ruling is filed in the Student Complaint/Grievance Files maintained by the Vice Chancellor for Student Affairs.

8. Committee Composition

The college-wide Student Grievance Committee is responsible for making policy recommendations regarding student grievances, and for ensuring that consistency in interpretation of these guidelines is maintained at all hearings. The Committee also serves as a pool of potential members for each hearing committee for a specific grievance. For each hearing, the Vice Chancellor for Student Affairs appoints a Student Grievance Hearing Committee from the Student Grievance Committee pool. Each hearing committee consists of at least three faculty, two unclassified staff, and one student appointed from each campus or site with full-time faculty and staff. The Chair is appointed by the Vice Chancellor for Student Affairs and serves as a voting member.

For each hearing committee for a specific grievance, the Vice Chancellor for Student Affairs appoints five (5) members from the membership pool of the college-wide Student Grievance Committee, including a Chair, with two (2) members from the campus/site where the alleged violation occurred. All five appointed members of the hearing committee must be present at the hearing; however, in the event an emergency prohibits the committee member from attending, the Vice Chancellor for Student Affairs names a replacement.

A committee member may be recused from a particular hearing if the committee member feels there might be a conflict of interest in the particular case. In the event a member is recused, a replacement, for that hearing, is named by the Vice Chancellor for Student Affairs.

9. Cancellation

This policy and procedures memorandum cancels SA-2530.2A, *Student Grievance Procedure,* dated August 12, 2024.

Attachments:

Attachment A- Online Student Complaint Form
Attachment B- Response to Student Complaint Form (Form 2530/002)
Attachment C- Student Grievance Form (Form 2530/003)
Attachment D- Response to Student Grievance (Form 2530/004)

Addenda:

Student Grievance Process Flowchart

Student Academic Complaint Procedure

Review Process:

Student Grievance Committee 11/20/97; Student Affairs Council 12/11/97; Faculty Senate Executive Committee 2/5/98; Executive Council 2/17/98
Title Updates – Vice Chancellor for Student Affairs Approval 2/24/05; 3/6/08; 6/8/12
Procedural Update - Vice Chancellor for Student Affairs Approval 12/12/12
Procedural/Form Update - Vice Chancellor for Student Affairs Approval 12/6/18, effective 1/3/19
Procedural/Title Update - Vice Chancellor for Academic and Student Affairs Approval 4/27/21
Procedural/Title Update - Vice Chancellor for Academic and Student Affairs Approval 1/14/2022
Organizational Change/Procedural/Title Update – Associate Vice Chancellor for Student Affairs Approval Effective 8/12/24
Organizational Change/Procedural/Title Update – Vice Chancellor for Student Affairs Approval 8/6/26

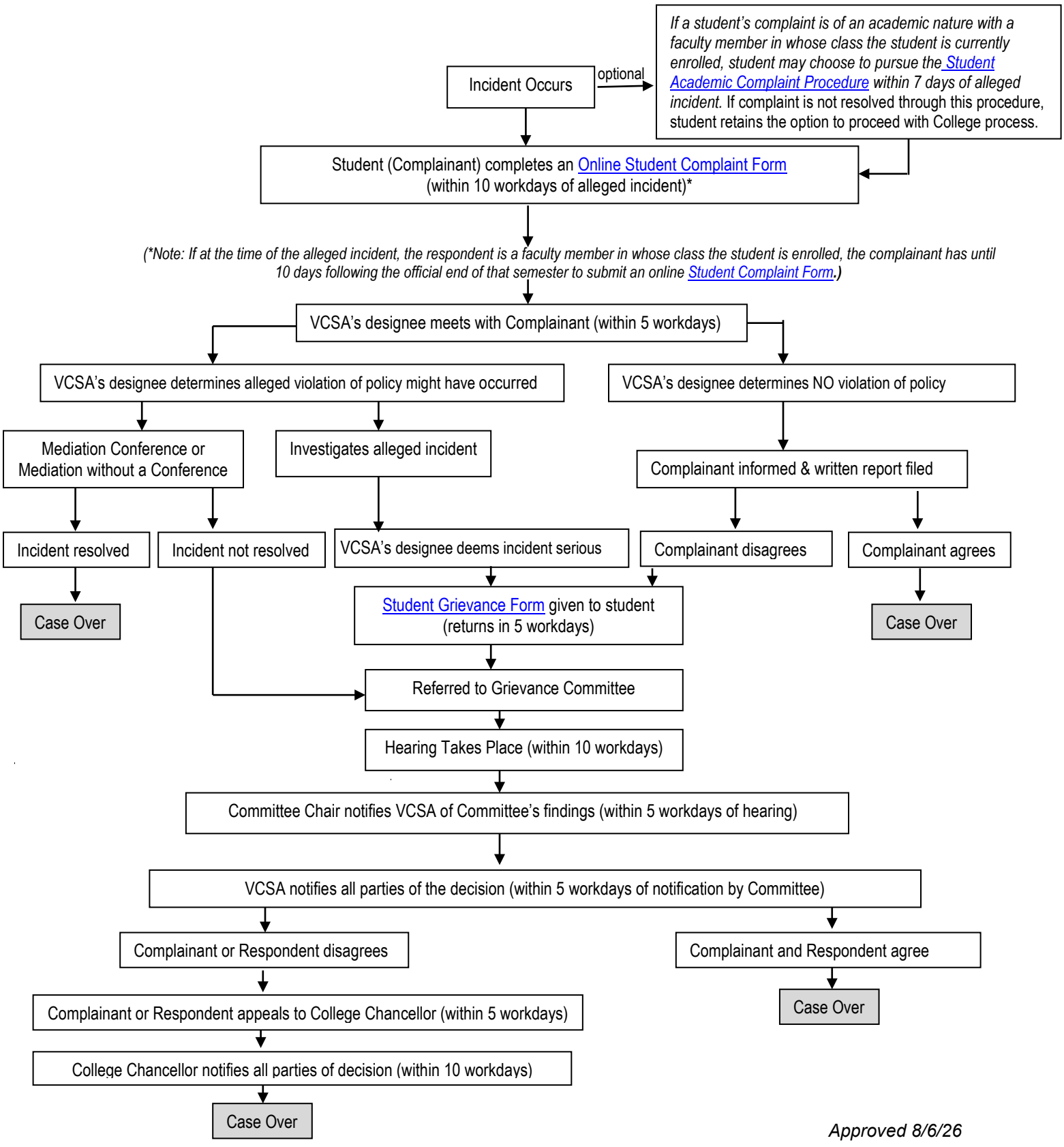
Distribution:

Distributed Via the College's Website

Student Grievance Process

(Delgado Policy and Procedures Memorandum SA-2530.2A)

Timeframes for each step of the process are provided; however, a reasonable timeframe with justification may also be adhered to as approved by the Vice Chancellor for Student Affairs.



Approved 8/6/26