



**Berkeley City College
STUDENT COMPLAINT
INFORMAL RESOLUTION FORM**

Name: _____ ID#: _____

Street Address: _____ City: _____ Zip Code: _____

Contact Phone _____ E-mail _____

Student Complaint Informal Resolution Process: The resolution of a complaint is a two-step process, informal and formal. Within 30 days of the allegation, each student who has a grievance shall make a reasonable effort to resolve the matter on an informal basis prior to requesting a grievance hearing:

1. For an academic (grade) grievance, the student shall make an appointment with the faculty against whom he/she has a grievance during the faculty member's posted office hours or at a mutually-agreed-upon time, in order to discuss the student's complaint. Should the faculty against whom the student has an academic complaint fail to meet with the student in a timely manner, the student may meet with the Division Dean of Instruction of the faculty member.
2. For a grievance based on an alleged violation of law, policy, and procedures, the student shall attempt to solve the problem with the person with whom the student has the grievance, that person's immediate supervisor, or the Vice President of Student Services (or designee)

Student Complaint Formal Resolution Process: Should the informal process described above fail to resolve the complaint satisfactorily, the College's formal grievance process may be initiated. Any student who believes he/she has a grievance must file an approved grievance complaint form with the Vice President of Student Services (or designee). The student may obtain the form from the Office of the Vice President of Student Services.

The student must file within 90 days of the incident on which the grievance is based; or after the student knew or should have known of the basis for the grievance, whichever is later. The grievance complaint must be filed whether or not the student has already initiated efforts at informal resolution, if the student wishes the grievance to become official. Failure to file a formal complaint within such ninety (90) day period constitutes waiver of the student's right to appeal. Consultation and investigation meetings will be convened as necessary at any point of the resolution process.

=====

Guidelines for Resolution of Complaints

Below is a list of steps to be taken in resolving a student's complaints.

Academic or Course-Related Complaints	Non-Academic/Miscellaneous Complaints
<p><u>Informal</u></p> <ul style="list-style-type: none"> ❖ Meet with the instructor ❖ Seek the assistance of the Division Dean, if applicable ❖ If your complaint is not resolved, complete the Student Complaint Informal Resolution Form and submit it to the Dean of Student Support Services ❖ Make an appointment to meet with the Dean of Student Support Services 	<p><u>Informal</u></p> <ul style="list-style-type: none"> ❖ Meet with the other person/party directly involved ❖ Seek the assistance of the Dean of Student Support Services ❖ If your complaint is not resolved, complete the Student Complaint Informal Resolution Form and submit it to the Dean of Student Support Services ❖ Make an appointment to meet with the Dean of Student Support Services
<p><u>Formal</u></p> <ul style="list-style-type: none"> ❖ Submit the Statement of Student Grievance to the Dean of Student Support Services 	<p><u>Formal</u></p> <ul style="list-style-type: none"> ❖ Submit the Statement of Student Grievance to the Vice President of Student Services.

- Complaints involving Sexual Harassment and Discrimination – Contact the Office of the Vice President of Student Services at (510) 981-2810.
- Complaints involving Violations of Student Rights and/or Student Code of Conduct Policy – Contact the Office of the Vice President of Student Services at (510) 981-2810.
- Complaints involving Violations of Academic Accommodations for Students with Disabilities - Contact the Office of the Vice President of Student Services at (510) 981-2810.

These complaints may require different forms.

**Student Complaint
Informal Resolution Form**

Please complete the following. Additional documentation may be attached, if needed.

Describe the nature of your complaint succinctly and accurately. Academic or course-related complaints should include both course title and course registration number and the name of the instructor.

List the steps you have taken to resolve your complaint and their outcomes. List the names and titles of persons with whom you have met and meeting dates.

Specify the remedy or relief you are requesting.

Print Name: _____

Signature: _____ Date _____

**Berkeley City College
Formal Statement of Student Grievance
(Non-Academic/Miscellaneous Complaints)**

Non-Academic/Miscellaneous grievance may include, but are not limited to decisions regarding college policies (e.g. Admission, Matriculation.)

The form is not to be used for sexual harassment, discipline or discrimination complaints. Complaints of sexual harassment or discrimination should be directed to the Office of the Vice President of Student Services, (510)981-2810.

Please attach a copy of the Informal Resolution Form and any additional information. If additional space is needed, attach information to this document.

- A. Provide a statement describing your formal grievance.

- B. Describe the general and specific grounds on which your grievance is based.

- C. What action(s) have you taken to attempt to resolve this matter informally?

- D. Provide the names of any people who may have information related to this grievance. If you have any witnesses, please provide their names and contact information (address/phone number/email).

Signature of Student

Date

Procedures for Filing the Grievance:

Submit your grievance to the Office of the Vice President of Student Support Services, Dr. Stacey Shears:
vpssofficebcc@peralta.edu or at (510) 981-2810.
Once your grievance has been reviewed, a written decision in response to your grievance will normally be provided to you within 10 working days of receipt of your grievance.

Decision: **Grievance Upheld** _____ **Grievance Denied** _____

Letter from VPI/VPSS sent to student: _____ **Date** _____

**Berkeley City College
Formal Statement of Student Grievance
(Academic or Course Related)**

Academic or Course-Related Grievances (Check Appropriate Box)

Academic or Course Related Challenges

Grade Challenges *Students filing a formal Statement of Student Grievance for disputes regarding grades received must be able to demonstrate mistake, fraud, bad faith or incompetence in the academic evaluation of their performance. In the absence of mistake, fraud, bad faith or incompetence, the grade determined by the instructor shall be final. (Ed. Code Section 76224). **Grade challenges must be filed within one year of issuance of the grade in dispute.***

A. Provide a statement describing your formal grievance.

B. Describe the general and specific grounds on which your grievance is based. (See Ed. Code Section 76224 above for specific grounds on which grade grievances may be based.)

C. What action(s) have you taken to attempt to resolve this matter informally? Please attach a copy of any documentation you may have previously submitted as part of your informal resolution.

D. Provide the names of any people who may have information related to this grievance. If you have any witnesses, please provide their names and contact information (address/phone number/email).

Signature of Student

Date

Procedures for Filing the Grievance:

Submit your grievance to the Division Dean or Office of Instruction. Once your grievance has been reviewed, a written decision in response to your grievance will normally be provided to you within 10 working days of receipt of your grievance.

Decision: **Grievance Upheld** _____ **Grievance Denied** _____

Letter from VPI/VPSS sent to student: _____ **Date** _____