

GRIEVANCE PROCEDURE

This grievance procedure is provided to insure that due process exists for those persons (students, staff or general public) who allege that their rights at Southwestern Oregon Community College have been denied, abused, or diminished. A grievance is a complaint, dispute, or misunderstanding that is alleged to have occurred when the College acted in a manner that denies, abuses or diminishes the person's rights and privileges, provided for in the written procedures of the College or guaranteed by State or Federal law. This includes, but is not limited to, allegations of discrimination (based on race, color, gender, sexual orientation, marital status, religion, national origin, age, disability status, gender identity, or protected veterans), harassment or unfair treatment. The single point of contact for persons who allege that their rights at Southwestern Oregon Community College have been denied, abused, or diminished is the Vice President of Administrative Services, AAO/EEO. After an initial meeting with the complainant, the Vice President of Administrative Services, AAO/EEO will contact the appropriate College personnel and initiate an informal resolution process.

INFORMAL RESOLUTION

The College encourages prompt resolution of all complaints, misunderstandings, or disputes. A reasonable effort by the grieving person(s) and other involved person(s) to arrive at an informal resolution of differences must occur before the formal grievance procedure can be initiated. Concerns that have not been resolved within fifteen (15) working days of the initial meeting with the Vice President of Administrative Services, AAO/EEO or designee may proceed to the formal grievance procedure.

FORMAL GRIEVANCE PROCEDURE

Step A: After a person with a grievance has made a good faith effort to resolve the situation with the person(s) against whom the person has a grievance, and has been unsuccessful in reaching a satisfactory resolution, the person with the grievance, (within sixty [60] days of the occurrence of the complaint, dispute, or misunderstanding), must write, date, sign and submit a formal grievance statement to the Vice President of Administrative Services, AAO/EEO (use Grievance Procedure Form Step A). Additionally, if the person is alleging discrimination or harassment, the person must also complete the Harassment/Discrimination Incident Documentation and Harassment/Discrimination Informal Complaint Report. The person(s) may choose to consult with a faculty member, an administrative officer of the College, counselor, or other staff or legal counsel for assistance in filling out the formal grievance statement. The person then submits the completed statement to the Vice President of Administrative Services, AAO/EEO. The Vice President of Administrative Services, AAO/EEO will refer the complaint to the appropriate staff for investigation. The person filing the grievance will be notified within five (5) College working days by certified mail which College staff will be investigating the grievance. Within an additional fifteen (15) College working days, the grieving person will receive written notification of the investigator's decision (either upholding the grievance, denying the grievance or extending the time for additional investigation) by certified mail. In no case will a decision upholding or denying the grievance extend beyond three months from the date of initial filing.

Step B: If the grievance is not resolved at Step A, the person(s) may present the grievance in writing to the immediate supervisor of the College employee who responded to the grievance (use Grievance Procedure Form Step B). If the immediate supervisor of the College employee(s) is a College dean, proceed to Step C. This must be done within ten (10) College working days of receipt of notification of the decision in Step A. Within ten (10) College working days of receipt of the person's written, signed

and dated grievance statement, the immediate supervisor of the College employee who responded to the grievance shall meet with that College employee, the grieving person and the alleged offending person(s). Within ten (10) additional College working days, the supervisor shall notify all involved person(s) in writing whether the grievance will be upheld or denied.

Step C: If the problem is not resolved to the person's satisfaction at Step B, the person may file a written request (use Grievance Procedure Form Step C) to have the appropriate College dean review the grievance. This must be done within ten (10) College working days of receipt of notification of Step B's outcome (or Step A, if the immediate supervisor is a dean). If Step B was skipped (because the immediate supervisor of the responding College employee was a dean) the dean shall meet with the College employee who responded in Part A, the grieving person(s) and the alleged offending person(s). The dean shall notify the grieving person(s), the College employee who responded in Step A and the alleged offender(s) of his/her conclusions and decision within ten (10) College working days of the grieving person's request for action by the dean.

Step D: If the grievance is not resolved to the person's satisfaction in Step C, the person may request, in writing, (use Grievance Procedure Form Step D) that the President of the College review the grievance.

ACTIONS OF THE PRESIDENT

I. The President, upon reviewing the grievance, may request additional information at his/her discretion, or make a decision based solely on the information presented in the grievance and previous responses.

II. The decision of the President shall be final.

FURTHER REDRESS

If you feel you have been discriminated against on the basis of race, color, gender, sexual orientation, marital status, religion, national origin, age, disability status, gender identity, or protected veterans, you may have additional recourse under laws enforced by the Department of Education and Department of Labor, including Presidential Executive Order 11246, as amended, Title VI and Title VII of the 1964 Civil Rights Act, Title IX of the Education Amendments of 1972, the Veterans Readjustment Act of 1973, the Age Discrimination Acts of 1974-75, the Americans With Disabilities Act of 1990, and the Oregon Revised Statutes 659.030. Inquiries regarding the application of these and other regulations should be directed to either the College's Affirmative Action Officer (the Vice President of Administrative Services) in Tioga Hall 511, 541-888-7402 or the Office of Civil Rights, Department of Education Office, Seattle, Washington; or to the Office of Federal Contract Compliance Programs, Department of Labor, Seattle, Washington.

Adopted by Board of Education:
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