



EASTERN
GATEWAY
COMMUNITY
COLLEGE

Addendum #2023-2024 09

EASTERN GATEWAY COMMUNITY COLLEGE
COLLEGE CATALOG 2023-2024 ADDENDUM

ORIGINAL CATALOG PUBLISHED March 2023

Addendum approved by cabinet (date): 08-03-2023.
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Catalog Addendum Purpose:

The purpose of this addendum is to replace the Student Grievance Procedure with the Student Complaint Procedure.

Catalog Addendum Effective Date:

What is the effective date of this addendum? Academic year 2023-2024

Catalog Addendum:

Student Complaint Procedure

A. Explanation

The Student Complaint Procedure provides a way for students to seek resolution to decisions, conditions, and practices of Eastern Gateway Community College, its faculty and staff, which they allege are violations of the Student Rights or other published college policies and procedures. As students pursue their educational goals, they will be treated with professionalism and respect by college employees. Complaints do not include student grades or academic appeals. Students shall not be retaliated against for filing a complaint.

The Student Complaint Procedure outlines the steps to resolve alleged violations of the Students Rights, Freedoms and Responsibilities Statement or other published college policies and procedures. Students will attempt to resolve alleged violations with the staff member who is directly involved. Should a staff member directly involved in facilitating the resolution procedure be the object of an alleged violation or formal complaint, the Department Head will appoint a replacement.

Steps 1, 2 and 3 (if applicable) below must be completed before proceeding to Step 4. It is intended that alleged violations be resolved at any point in the process when the parties involved can agree on a resolution. All documentation submitted or created during the resolution process shall be added to the student complaint file. Students with a grievance shall follow the procedures and timelines outlined below.

B. Procedure

Step 1 - Direct Resolution

The student discusses the grievance with the college staff member who is directly involved and attempts to find resolution within a timely manner. The student may choose to be accompanied by a support person such as a staff member, an enrollment specialist, or an officer of the College during this discussion. The student must state a proposed resolution. If no resolution is reached at Step 1, the student moves to Step 2.

Step 2 - Resolution with Department Head or Immediate Supervisor

If the complaint is not resolved directly with the college staff member, the student discusses

the complaint and seeks a resolution with the staff member's department head (or immediate supervisor). The student may choose to be accompanied by a support person during these discussions. The student must state a proposed resolution. Appropriate written documentation will be maintained by the department head, (or immediate supervisor) and documentation will be filed in the student complaint file. If no resolution is reached at Step 2, the student moves to Step 3.

Step 3 - Resolution with Department Head

If the issue is not resolved with the staff member or department head, the student may seek resolution with the division head. Appropriate written documentation will be maintained, and documentation will be filed in the student complaint file. If no resolution is reached at Step 3, the student moves to Step 4.

Step 4 – Electronic Student Complaint System

If the issue is not resolved by discussions in Step 1, 2 or 3 (if applicable), the student has 10 working days to submit a complaint in the electronic Student Complaint System within the student portal.

Within five (5) business days of receipt of the complaint, the department or division head will attempt to clarify the issue and arrive at a solution which is mutually satisfactory to the student and employee. If the complaint has been submitted to the wrong department head, the complaint will be escalated to appropriate department head. The escalated complaint will then revert to the five (5) business days of receipt to receive a response. All resolutions will be emailed to their student email account.

Step 5 - Appeal Process

If resolution is not reached, the student has the right of final appeal of the issue to the President. The final appeal process requires the student to prepare and deliver a written appeal request to the President within seven (7) working days.

Within ten (10) working days of receiving the student appeal, the President will review the complaint, investigation process, and proposed resolutions. The President may consult with the administrative team in the review process to assure consistency within EGCC. Documentation will be added to the student complaint system.