

American River College  
Los Rios Community College District

# What You Should Know About Student Grievance Procedures

Students are provided opportunities to informally resolve problems or complaints related to their experience at ARC. In the event that informal resolution is not found, students may then file a request for a formal grievance hearing. The Student Grievance Officer is available to help both students and college staff understand their rights and to advise them about the process.

**Step #1**—Attempt to resolve the problem informally.

**Step #2**—File a request for a formal grievance hearing.

**Step #3**—Student Grievance hearing and possible written appeal

## Here are key facts you should know:

- A. Students may not grieve grades unless they demonstrate “there is a mistake, fraud, bad faith, or incompetence” in the giving of the grade. (Education Code, section 76224(a) and Los Rios Community College District Policy 2412).
- B. If a student does not meet the specific grievance timelines, the grievance is deemed waived and may not be pursued further.
- C. The student must seek informal resolution of his or her complaint by meeting with the faculty or other staff member, and/or that individual’s supervisor, within 10 calendar days of the alleged grievable act.
- D. If informal resolution is not achieved, the student must file a Grievance Form with the ARC Grievance Officer within 5 calendar days of that attempt at resolution. The process must be initiated by the student not later than 25 days after the date of the alleged grievable act.
- E. The college Grievance Officer will review the student’s documentation and interview the student to determine whether the complaint is grievable.
- F. If the Grievance Officer determines that the complaint is not grievable (meaning that sufficient evidence of the alleged wrongdoing is not provided or that the action does not fall within the scope of the grievance process), the student will receive a letter to that effect. The Grievance Officer’s decision on this point is final.
- G. If the complaint is found to be grievable, a hearing will be scheduled. An independent Hearing Officer will be appointed.
- H. The decisions of the Hearing Officer can be appealed to the Chief Student Services Officer. The Chief Student Services Officer’s determination is final.

*More information about the student grievance process is available from the office of the Dean of Counseling and Student Services in the ARC Counseling Center, and on the college web site—find it under Quick Links/Student Rights & Responsibilities at [www.arc.losrios.edu](http://www.arc.losrios.edu)*

*Nisha Beckhorn, Student Grievance Officer*

*(916) 484-8375*

**Los Rios Community College District  
Student Grievance Form**

(Check one)

American River College     Cosumnes River College     Folsom Lake College     Sacramento City College

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_

Student ID: \_\_\_\_\_  
Date of Grievance: \_\_\_\_\_  
Email: \_\_\_\_\_

**PART I**      (To be completed by Student Only)

**Step 1.**

A. What are you grieving, i.e. what was the alleged act of wrong doing? (Attach pages if needed)

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B. Against whom is the grievance being filed (name(s))?

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C. What relief or result are you seeking?

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**Step 2. (Level 1) Informal Resolution**

(Student **must** initiate the Informal Resolution process within 10 days of grievable act):

A.

Date: \_\_\_\_\_ Met With: \_\_\_\_\_

Result: \_\_\_\_\_

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B.

Date: \_\_\_\_\_ Met With: \_\_\_\_\_

Result: \_\_\_\_\_

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If the informal meeting process does not successfully resolve the problem within ten (10) days after the date of being initiated, the student may file a formal grievance by signing and submitting this form to the Grievance Officer.

**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**(IMPORTANT to STUDENT- This form must be filed within 5 days after the conclusion of informal meeting(s) and within 25 days of the date of the grievable act.)**