



**DALLAS CHRISTIAN COLLEGE
E.L. & SUE DERR
TEACHER EDUCATION DEPARTMENT**

**DALLAS CHRISTIAN COLLEGE GRIEVANCE POLICY
Dallas Christian College Student Handbook
Section 15**

15. GRIEVANCE POLICY A student grievance is an issue which a student believes to be unfair, inequitable, discriminatory, or a hindrance to the educational process. One should apply the principles of Matthew 18 in resolving conflicts or complaints. The student should first speak privately with the college personnel involved in an attempt to resolve the complaint informally. This informal resolution is the 36 preferable manner in which to settle any dispute. However, if the issue is not resolved to the satisfaction of the student, the student may file a formal written grievance with the VP of Student Development or, in the case of the grievance being against the VP of Student Development, with the Vice President of Advancement. The formal grievance should be handled equitably and in a non-adversarial manner by the College and the student. Should the student not find satisfaction in the determination of the College in response to his/her formal grievance, he/she may submit a written appeal to the President. The decision of the President is final. Formal hearings or appeal to the Board of Trustees shall not be provided. 15.1 Informal Grievance Resolution Students are encouraged to resolve complaints or conflicts informally whenever possible by speaking to the member of faculty, staff or student directly involved in the grievance. Meeting privately enables the individuals to express and resolve the complaint at the lowest level possible. Both parties should strive to resolve the issue objectively and with courtesy and respect for the other party. If the student is not satisfied with the result of his/her initial conversation with the person(s) directly involved in the grievance, that student may continue to attempt to resolve the matter informally by appealing to the next level of authority. The student may then seek audience with the appropriate Vice President. The student may inquire to the VP of Student Development about the proper channels of authority. 15.2 Formal Grievance

Resolution If the informal grievance resolution procedures described prove inadequate, the student may submit a formal grievance in writing using in the following manner: 1. When to File Grievance – The written complaint should be filed within 10 business days following the attempted informal resolution described above. 2. What to File – A formal grievance must be in writing and should include the Student Grievance or Appeal Form. This form is available from the VP of Student Development. The statement must be concise and complete and should include named individuals and dates involved. The statement should include the steps that the complainant took to resolve this issue informally prior to the formal written grievance, and it should state the complainant’s desired resolution. 3. Where to File Grievance – The written grievance and any supporting documentation should be submitted to the VP of Student Development. If the complaint pertains to the VP of Student Development, the grievance should be submitted to the Vice President of Advancement. 4. Evaluation and Investigation – The VP of Student Development (or the Vice President of Advancement) will evaluate the grievance to determine the proper course of action. If all informal means of resolution have been exhausted, the VP of Student Development will move the grievance to the investigative stage. A. Academic Written Grievance Procedure The VP of Student Development will determine whether or not the complaint is of an academic nature. All academic complaints such as grade disputes will be referred to the Registrar. Please see Section 16.7 – Challenges to Student Records for such grievances. B. Non-Academic Written Grievance Procedure If the VP of Student Development determines that the complaint is of a non-academic nature, he/she or his/her impartial appointee shall conduct an investigation of the complaint. The investigator may interview the complainant. He/she may also interview and/or require written statements from any or all members of faculty, staff or student relevant to the complaint. The VP of Student Development (or his/her designee) will notify the college employee(s) or student(s) involved with the complaint and request a written response from them within ten (10) business days (or other appropriate timeframe if the institution is on break). The VP of Student Development or his/her designee shall share the nature of that written response with the complainant. If the student is not satisfied with that response, the VP of Student Development may convene a conference between the employee(s) and/or student(s) and the aggrieved within ten (10) business days. This conference is considered a part of the investigative work pertaining to the grievance. 5. Determination – Once the Director of Student Development or the Vice President for Academic Affairs has concluded his/her investigation, he/she will notify the complainant and the member(s) of faculty, staff or student(s) involved and offer a written summary of the investigation and a disposition. The disposition will also be shared with any college personnel necessary to the implementation of the disposition. The disposition determined by the Director of Student Development or the Vice President for Academic Affairs shall be put into effect immediately regardless of the complainants desire to appeal the disposition. Appeal – If the student is not satisfied with the determination of the Director of Student Development or the Vice President for Academic Affairs, that student may submit a written appeal to the President. The written appeal must be submitted within ten (10) business days of the student’s notification of the original disposition described above. The appeal should include any supporting documentation or rationale. The determination of the President is final. No appeal to the Board of Trustees shall be afforded. 6. The goal of Dallas Christian College is to resolve complaints quickly and, as much as possible, to the satisfaction of both the college and the complainant. Once the informal procedures listed above are exhausted, the complainant may file a formal grievance as instructed above. If the complainant is still not satisfied after exhausting all of the college’s 38 complaint resolution procedures, the student may file a grievance with the Texas Higher Education Coordinating Board

(THECB) If the complainant is still not satisfied after exhausting all of the college's 38 complaint resolution procedures, the student may file a grievance with the Texas Higher Education Coordinating Board (THECB).

Complainants may find forms and a description of the complainant procedure of the THECB on their Student Complaints page at:

www.thecb.state.tx.us › links › student-complaints

Find more information regarding rules governing student complaints – Title 19 of the Texas Administrative Code, Sections 1.110-1.120 at:

<https://texreg.sos.state.tx.us> › public › readtac\$ext.ViewTAC › tac_view=5

**E.L. & SUE DERR DEPARTMENT
OF
TEACHER EDUCATION
COMPLAINTS TO THE TEXAS EDUCATION AGENCY**

If the complainant is not satisfied with the complaint process or outcome, the complainant may file a complaint against the education program with the Texas Education Agency. The official Texas Education Agency complaint process can be found at:

<https://tea.texas.gov> › [Preparation and Continuing Education](#) › [Complain...](#)