



Student Grievance Procedure

Policy Statement

1) General Policy

Colorado School of Trades (CST) seeks to promote an educational environment that values communication, fair treatment and respect among students, faculty and staff. Despite these efforts, differences of values and goals between individuals and groups may occasionally lead to circumstances that require a process for resolving these issues. CST strongly believes that problems in human relationships can best be resolved informally and locally between or among the parties involved. The purpose of this policy is to provide a structure for the resolution of grievances when informal resolution is not possible or is unsatisfactory. These procedures occur under the authority of, and may be subject to review by the School Administration or their designee.

2) What is Grievable

Students as individuals, or as a group, have the right to grieve matters which they deem to be unfair or unreasonable on the part of CST or an individual or individuals representing CST. A student may submit a grievance for a grade only if unfair or unreasonable procedures are alleged. Concerns relating to disciplinary actions are not grievable under this policy but are covered by other policies/procedures.

Procedures

1) Informal Resolution Procedures

Students who wish to grieve a matter are encouraged to first discuss the problem with the individual(s) involved. In the case of a grade or course related grievance, the student should first address the concern to the course instructor. If not satisfied with the response of the individual(s), or if the student is unable, for any reason, to discuss the matter with the individual(s) involved, a student may address the Lead Instructor, or in the case of Administrative Personnel, the School Administration. If a student wishes to have their grievance considered beyond the Lead Instructor, they may address their grievance to the School Administration.

2) Formal Procedures of the Grievance

A) A formal statement of the grievance must be presented in writing to the School Administration within 60 calendar days of the incident.

B) Within one week of receipt of the formal grievance, the School Administration will investigate the details of the grievance with all concerned parties and schedule a meeting with the grievant and other concerned parties. The meeting need not happen within the one-week timeline.

C) During the meeting, the grievant may be accompanied by an advisor of their choice. The advisor may be a faculty or staff member, fellow student, parent, or any person of the student's choice so long as the availability of the advisor does not hamper the timeliness of the hearing. The advisor may assist the grievant during the hearing, however, the student will be expected to speak for him or herself at all times.

D) During the meeting, the grievant has the opportunity to offer information and testimony on their behalf. In addition, if the grievance involves a complaint against an individual(s), the individual(s) being complained about shall be present during the hearing, and will have the opportunity to make a presentation.

E) The School Administration or designee will decide any questions or objections to hearing procedures that are raised during the hearing.

F) Any person attending may ask questions of any person present during the hearing and the School Administration will invite questions and comments from the grievant and other parties involved in the matter. The School Administration may also invite questions or comments from advisors or others present. If the School Administration decides an essential person or piece of information is missing, the School Administration may decide to reconvene the hearing at the earliest practical time that the missing information will be available.

G) At any stage of the proceeding, the School Administration may attempt to resolve the grievance. If an acceptable resolution is reached, the School Administration will prepare a Statement of Understanding for all parties to sign. If a resolution is not reached before the conclusion of the hearings process, the School Administration will deliberate in private and reach a decision with respect to the grievance.

H) The School Administration will prepare a report summarizing either the Statement of Understanding or factual findings, the Administration conclusions based on the evidence presented at the hearing and the Administration's determination of the grievance. The Administration will

notify the grievant, any individual(s) named in the grievance, and the appropriate individual(s) decision. This notification will be made within 14 working days of the end of the hearing.