



## **Policy 3.8 Complaint and Grievance Policy**

Reviewed 5/2011

Contact Information Added August 2015

A student has a right to seek a remedy for a dispute or disagreement through a designated complaint process. Mesabi Range College believes in fairness to all students in helping them acquire the skills and knowledge necessary to be successful. It also recognizes that problems may arise which need to be resolved. This includes, but is not limited to, problems of discrimination on the basis of race, creed, color, gender, sexual orientation, national origin, age, marital status, status with regard to public assistance, religion, or disability.

The student(s) with a complaint or grievance may go either to an instructor, advisor, or counselor. The student(s) may ask for advice, consultation, or assistance in completing a complaint/grievance form which can be obtained from the Student Services Office or at [www.mesabirange.edu](http://www.mesabirange.edu) under the student link.

Resolution is first attempted with the student(s) and person(s) involved. If a student is still not satisfied with this informal discussion and settlement after meeting with the counselor, the complaint will be forwarded to the appropriate administrator who will assure resolution in a prompt and equitable manner. The administrator receiving the complaint will respond within ten (10) working days from the date the written grievance is received. If the student is not satisfied with the administrator's resolution or if the grievance involves a college policy or regulation, the student may appeal within ten (10) working days after the receipt of the administrative response to the Provost. The Provost shall respond within ten (10) working days from the date the written grievance is received. The Provost's decision is final and binding.

If the grievance involves a Board policy or the actions of the Provost, a student may further appeal the College decision on a state level, by writing to the Chancellor of the Minnesota State Colleges and Universities system, detailing the complaint or grievance and providing supporting documentation. The Chancellor shall try to resolve the complaint or grievance through communication with College Administration and the complainant. If either party is unsatisfied with the results of this effort, that party (or both parties) shall write to the Chancellor requesting a review before the Board. The Chancellor, after consulting the Attorney General's Office shall determine if the Board is empowered to act under Laws 1983, Chapter 258, within ten (10) days of the receipt of a request.

If the Chancellor determines that the Board is empowered to resolve the problem, the complaint or grievance shall be considered at the next Board Meeting. The grievance is brought to the Board Grievance Committee, and interested parties present the issues. The Grievance Committee will determine the issues to be investigated. The Grievance Committee then suggests a resolution. If the grievance is not resolved, the issues are turned over to an independent fact finder. The fact finder conducts an inquiry and presents a suggested resolution to the Grievance Committee. This recommendation of the Grievance Committee is given to the Board for action. The Chancellor shall notify all concerned parties of the Board's decision within fifteen (15) days.

The grievant may at any time before, during, or after this procedure file a grievance with the Office of Civil Rights. No reprisal of any kind will be taken by the Committee, an administrator, or an employee of the College against any person bringing a grievance under this procedure. Exhaustion of these procedures is NOT a prerequisite for filing complaints with the Office for Civil Rights.

**Gender Equity Complaints/Title IV**

Kelly Bakk, Virginia Campus, Room S124, 749-7765

**Sexual Harassment/Sexual Violence**

Kelly Bakk, Virginia Campus, Room S124, 749-7765

**Disability Discrimination/Title IV**

Kevin Langdon, Eveleth Campus, Room 100, 744-7471

**TIME LIMITS**

All time limits have been set at ten (10) days; however, the student initially has twenty (20) days to initiate the grievance process. By mutual agreement of the student(s), college personnel, or System personnel, time limits may be extended (Saturdays, Sundays, holidays, and breaks in the academic calendar do not count).

1. If a grievance is not presented within the established time limits, it shall be considered as “waived.”
2. If a grievance is not appealed to the next step within the established time limits, it shall be considered settled on the basis of the last decision.
3. If, after presentation at any step, a college staff member does not discuss the grievance with the student(s) within the established time limits, the student(s) may treat the grievance as denied at that step, and may appeal the grievance to the next step.
4. If, after discussion, a college staff member does not answer a grievance within the established time limits, the student(s) may treat the grievance as denied at that step, and may appeal the grievance to the next step.
5. A copy of the written grievance and settlement involving an employee should be filed in the Provost’s Office. If the grievance and settlement do not result in discipline of the employee, no record shall be maintained. Maintenance of records shall be in compliance with the employee contract. Grievances against students shall be filed with the Dean of Students or designee.

*Review/Revision History:*

*Revised 7/2007*

*Reviewed through Shared Governance 5/10/11*

*Contact Information added August 2015*