

Student Grievance Process Summary

Course grades, to the extent permitted by Education Code Section 76224(a), which provides: “When grades are given for any course of instruction taught in a community college district, the grade given to each student shall be the grade determined by the instructor of the course and the determination of the student’s grade by the instructor, in the absence of mistake, fraud, bad faith, or incompetency, shall be final.”

A Student has the right to challenge the final grade given by the Instructor based on the Instructor demonstrating one of the following:

- A. **Mistake** – unintentional error on part of the instructor
- B. **Fraud** – intentional misrepresentation of any or all facts, which lead to a negative outcome
- C. **Bad Faith** – any other intentional act of the instructor, which negatively impacts the grade of the student
- D. **Incompetency** – there is evidence that the instructor does not have the knowledge, skills, and/or abilities to conduct and fairly grade the course. Incompetence is usually pervasive, and not restricted to one student or one incident

Step 1: Grade Grievance Reported

Any student, who believes they have a grade grievance, must complete the online [Student Complaint Report](#) form or they may contact the Office of Student Support Services at (909) 652-6510 with any questions regarding the grade grievance process. In the report, the student will be able to provide detailed information about the grade grievance and will provide their availability for any potential meetings.

Step 2: Informal Level- Informal Grievance Complaint Form A

Informal meetings and discussion between persons directly involved in a grievance are essential at the onset of a dispute and should be encouraged at all stages. Every effort shall be made to resolve a student complaint at the lowest level possible. Any discussion during the informal process must be held in confidence by all parties involved. The steps within the informal level include meeting with the instructor and if necessary, the program coordinator. Should the grievance not be resolved, the student would then schedule a meeting with the ACC Dean and submit a completed Form A along with a written statement, and supporting documentation to support the grievance.

Step 3: Formal Level- Formal Grievance Request Form B

If the student has not been able to resolve the grade grievance at the informal level, the student may proceed to the formal level of the grade grievance process. The formal level includes submitting the Formal Grievance Request (Form B), and all documents within the Informal level signed by both the student and ACC Dean to the Office of Student Support Services within 10 instructional days. A Grade Grievance Panel will be assembled within five (5) instructional days and will conduct a review of the documents submitted by the Student within ten (10) instructional days of the panel being formed to determine whether a valid grade grievance exists. The same grievance panel may be used should the grievance go to a hearing. If scheduling conflicts arise members of the Hearing Panel may change between the review and the grievance hearing. The Executive Director of Student Support Services shall appoint a Grade Grievance Facilitator to assist with all administrative matters related to the review and potential hearing and to advise the grievance Panel on the review and hearing process. The Facilitator is not a voting member of the Panel.

The information provided above is a brief summary of events, however, for further details on the Grade Grievance process please contact the Office of Student Support Services or review the student handbook online through Chaffey’s website.

The Panel shall consist of:

- A. One (1) administrator, two (2) faculty members, and two (2) student representatives.
- B. Any Dean may be selected as the administrator. Faculty Senate and Student Senate shall select their respective representatives.
- C. Three (3) members shall constitute a quorum by which the Hearing Panel may proceed. The quorum must include at least one (1) administrator, one (1) faculty member, and one (1) student member.
- D. The Executive Director of Student Support Services will name the chair of the Grade Grievance Panel.

If the Panel decides that Form B and the supporting documentation satisfies each of the requirements of a grievance, the Panel will notify the Office of Student Support Services who shall notify the student and the instructor whom which the grievance is directed and a grade grievance hearing will be scheduled.

- A. The Office of Student Support Services shall request from the instructor against whom the grievance is directed to submit to the Office of Student Support Services, a written response to the allegations within five (5) instructional days from receiving notice of the grade grievance hearing.

If the Panel decides that Form B and the supporting documentation does not satisfy each of the requirements for a grievance, the Panel will notify the Office of Student Support Services who shall notify the student in writing of the denial of the request for a grievance hearing.

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