

# STUDENT GRIEVANCE POLICY

## STUDENT ORIENTATION



### Purpose

Goodwill Technical College values feedback from its students and believes students should be able to discuss problems and express concerns to the College and free from duress or retaliation. The College is committed to providing students with an avenue to express concerns and to work with College officials toward amicable resolutions. The College believes engaging in this process can also be an inherently valuable for students and can help prepare students to address issues in a professional productive manner.

### Policy and Procedures

Any student who wishes to file a complaint or grievance should be referred to the Director of Student Affairs for an attempted informal resolution of the complaint. Resolution of a majority of complaints can likely be resolved at this informal level which is the first step in a grievance procedure.

If an informal resolution of the student's complaint cannot be accomplished, or if the complaint is about a faculty member or responsible staff member, the student should then submit their grievance formally in writing to the College official responsible for the department from which the grievance originated or relates. The written grievance should include, at a minimum, the student's name, details, and a written account of the complaint, a desired outcome, and any supporting documentation per grievance form. Upon receipt of a written grievance, the College official will review the complaint and contact the student within ten business days to verify receipt of the grievance, clarify any information provided by the student, and request any additional information that may be needed from the student for the College official to fully evaluate the grievance.

The College official will then undertake efforts to evaluate and investigate the student's complaint to reach a determination. The College official will endeavor to reach a final determination within thirty days of receipt of the student's formal written complaint, although circumstances may warrant a lengthier period of time and the student will be notified of the same. If a committee is needed and formed it will consist of the Director of Student Affairs, Director of Academics, and two administrative or support staff members. The committee will issue written findings and recommendations within a reasonable time. The findings and recommendations of the Grievance Committee will be submitted to the Chief Academic Officer for review and final decision. The Chief Academic Officer modify the committee's decision or send case back to committee for further details.

The College official will provide the student with a written notification of the determination and outcome of their grievance. If the student is dissatisfied with the outcome, they may file an appeal with the Chief Academic Officer or designee. The appeal must be filed in writing within three business days of receipt of the outcome notification and include the grounds for the appeal. The Chief Academic Officer or designee will consider timely appeals, conduct any additional investigation (if necessary), and make a final decision within ten business days of receipt of the appeal. The student will be informed in writing of the outcome of the appeal. The decision of the Chief Academic Officer or designee is final and not subject to further appeal.

Student complaints relative to actions of school officials after the College's appeal process have been exhausted shall be addressed to:

**Louisiana Board of Regents**  
Proprietary Schools Section  
P.O. Box 3677  
Baton Rouge, LA 70821-3677  
(225) 342-7084 | [www.regents.la.gov](http://www.regents.la.gov)

Council on Occupational Education (COE) should be contacted only if a grievance is not resolved on the institutional level:

**Council on Occupational Education**

7840 Roswell Road, Building 300, Suite 325

Atlanta, GA 30350

(770) 396-3898 or (800) 917-2081

Facsimile (770) 396-3790

[www.council.org](http://www.council.org)