

Student Complaint Form

Thank you for taking the steps to bring your issue to our attention.

This will provide you with the guidelines needed to assist you in submitting and resolving your student grievance or complaint.

DEFINITION OF STUDENT GRIEVANCE:

Any complaint concerning an alleged unauthorized or unjustified act or decision by a staff member not involving sexual harassment and/or discrimination, which adversely affects the grade, status, rights, or privileges of a student, is the concern of the Reedley College administration. See Administrative Regulation (AR) 5530, which is available on the district's website at <https://www.scccd.edu/about/board-of-trustees/policies-and-regulations.html>

A STUDENT WHO HAS A COMPLAINT MAY TAKE ACTION IN THE FOLLOWING SEQUENCE:

For a situation involving sexual harassment and/or discrimination, contact:
Reedley College Title IX Coordinator, Dr. Todd Davis, at (559) 494 3059

1. Discuss the problem with the individual involved.
2. If a mutually satisfactory understanding has not been reached at Step 1, please complete the attached Student Complaint form and return it to the appropriate Administration office below within ten (10) days of the incident on which the complaint is based. The appropriate Administrator shall advise the student of his or her rights and responsibilities within two (2) days following receipt of the Student Complaint form. After submittal, the Student Complaint form must be reviewed and time allowed for contacting the respondent (if appropriate) and processing. After the complaint is investigated, the student will be notified of the decision.

For Complaints involving	Contact	Office Location/Phone
Faculty/Staff in Agriculture, Natural Resources, Business and Industrial Technology, Mechanized Agriculture, Aviation Maintenance Technology and Flight Science.	David Clark Dean of Instruction	AGR-14 Phone: 559-494-3061
Faculty/Staff in Math, Computer Science, Engineering, Science, Health Science, Math Center and Athletics.	Juan Bedolla, Dean of Instruction	MSCI-217A Phone: 559-494-3053
Faculty/Staff in Composition, Literature, Communication, Reading, Foreign Languages, Fine Arts, Social Sciences, Library, Reading and Writing Center and Learning Center, Title IX Complaints	Dr. Todd Davis, Dean of Instruction	LRC-110 Phone: 559-494-3059
Reedley Student or Faculty/Staff in CalWorks, Counseling, EOPS/NextUp and Disabled Students Programs and Services	Shannon Solis, Dean of Students	STS-22 Phone: 559-494-3036
Faculty/Staff in Student Activities, Adult Education, Career & Employment Center, Student Support Services, Transfer Center, Dream Center, Veterans Center, and Certification Center.	Dr. Natalie Culver-Dockins, Dean of Student Success and Achievement	STS-42 Phone: 559-494-3503
Faculty/Staff in College Relation & Outreach, Early College Counseling (Dual Enrollment/High School Enrichment), Reedley Middle College High School, Upward Bound, and Educational Talent Search.	Dr. Sandra Fuentes, Dean of Early College	STS-52 559-494-3460
Faculty/Staff in Admissions and Records, Dean of Students, Dean of Student Success and Achievement, Dean of Early College, Financial Aid, Health Services, Residence Hall, and Student Equity.	Dr. Jesus Vega, Vice President of Student Services	ADM-18 Phone: 559-494-3536

3. If the student is not satisfied with the outcome at Step 2, the student may petition to the Reedley College Vice President of Instruction, Dale van Dam; or the Reedley College Vice President of Student Services, Jesus Vega.

Student Complaint Form

Instructions: Students must use this form to make a complaint regarding a student, faculty member, or staff member at any Reedley College campus. The student making the complaint **MUST** complete the form.

Name (print): _____ Student ID: _____

Address/City: _____

Telephone: _____ Email: _____

DETAILS OF COMPLAINT

Complaint is against (Name of Respondent): _____

Course (include course and section number) or Service Area: _____

BRIEF STATEMENT OF COMPLAINT

(Include circumstances, dates, times and name of person(s) or witness(es) involved. Who or what the complaint is about? Are any witnesses willing to support your version of what occurred?)

STEP 1

EXPLAIN WHAT STEPS YOU HAVE ALREADY TAKEN TO SOLVE THE PROBLEM: (CHECK THOSE THAT APPLY)

- Talked with Respondent
 Other (Explain):

RESULTS/OUTCOME OF THE ABOVE (IF ANY) TO DATE

SIGNATURE OF STUDENT

DATE

STEP 2

RESPONDENT RESPONSE:

Name:

Date Responded:

DEAN ACTION/RECOMMENDATION

Name:

Date Responded:

Complaint Resolved/Resolution Reached

Student Notified – Date Notified:

Referred to Vice President (if needed) – Date Referred:

Comments:

STEP 3

VICE PRESIDENT ACTION/RECOMMENDATION

Name:

Date Responded:

Complaint Resolved/Resolution Reached

Student Notified – Date Notified:

Referred to Academic Standards (if needed) – Date Referred:

Comments: