

# Student Grievance Form

(To be completed by student)

Name of Student		Date
Student's EMPLid #	Student's Telephone #	
Semester/Year	Class (if applicable)	

Before completing this form, every effort should be made to resolve the issue with the employee informally. If, after meeting informally with the employee, you are not satisfied with the outcome, please follow the steps outlined below.

## Grievance: (Check any that apply)

**Grade Dispute** (academic issue)

**Issue with Instructor or Staff Member**  
(academic or nonacademic issue)

**Final Grade Appeal** (academic issue)

**Issue with Class** (academic or nonacademic issue)

**Issue with a College Procedure** (academic or nonacademic issue)

Is this an academic issue?  Yes  No If no, please complete Step A then proceed to Step C for Non-Academic Issues.

**Step A:** Please provide a description of your grievance in Box I on the back of this form.

**Step B:** For academic issues, you must schedule a meeting with the instructor and have the instructor fill out Box II on the back of this form.

**Step C:** For academic issues that are not resolved by meeting with the instructor (Completion of Step B), schedule a meeting with the program head and/or supervisor for that department. Following the meeting, the program head or supervisor will complete Box III and notify the student of the grievance decision. If your instructor is the program head, skip to Step D.

\_\_\_\_\_  
Program Head or Supervisor's Signature      Date      \*Have student initial here if the issue has been satisfactorily resolved \_\_\_\_\_

**Step D:** If you are not satisfied with the result of the grievance process at Step C or this is a non-academic issue, a meeting should be scheduled with the appropriate dean. For academic issues and non-academic issues, schedule a meeting with the appropriate academic dean. For student services issues, schedule a meeting with the **Dean of Student Affairs**. If you feel that the decision made by the dean was not appropriate, please go to Step E and appeal to the appropriate Vice President.

\_\_\_\_\_  
Dean's Signature      Date      \*Have student initial here if the issue has been satisfactorily resolved \_\_\_\_\_

**Step E:** If you are still not satisfied with the outcome of the grievance after completing the steps outlined above, you may appeal to the appropriate Vice President following Step D of the Student Grievance Policy. You must appeal the result within five business days of the date listed in the last step completed above. The decision of the Vice President is final. If a student has exhausted all available procedures established by Virginia Western Community College and did not receive a satisfactory resolution, he/she may contact SCHEV as a last resort in the grievance process: <http://www.schev.edu/index/students-and-parents/resources/student-complaints>

**GI Bill Beneficiaries:** The Virginia State Approving Agency (SAA), is the approving authority of education and training programs for Virginia. Our office investigates complaints of GI Bill beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact our office via email at [saa@dvs.virginia.gov](mailto:saa@dvs.virginia.gov).

**Box I: Student - Place short description of grievance here:**

Attachments with \_\_\_\_\_ pages

\_\_\_\_\_  
Student's Signature/Date

**Box II: Instructor/Staff - Explain results of meeting with student here:**

Attachments with \_\_\_\_\_ pages

\_\_\_\_\_  
Instructor/Staff's Signature/Date

**Box III: Program Head/Supervisor - Explain results of meeting with student and faculty here:**

Attachments with \_\_\_\_\_ pages

\_\_\_\_\_  
Program Head/Supervisor's Signature/Date

**Box IV: Dean - Explain results of meeting with student, faculty, and/or program head here:**

Attachments with \_\_\_\_\_ pages

\_\_\_\_\_  
Dean's Signature/Date

**Box V: Vice President - Explain results of meeting with student, faculty, and program head, and/or dean here:**  Attachments with \_\_\_\_\_ pages

\_\_\_\_\_  
Vice President's Signature/Date