

# Treasure Valley Community College

Code: **JFHA**  
Adopted: 4/6/05  
Readopted: 10/14/09  
Orig. Code(s): AR 901-9

## Student Complaints

### General Procedures

If a student believes he or she has been unfairly treated by an officer of the College, or a member of the College staff, excluding faculty on instructional related issues, the student may pursue the matter on two levels. First, the student may follow an informal procedure. Second, if the informal procedure fails to satisfy the grievance, he or she may file an official grievance and request a hearing before the grievance review committee. The student may waive his or her right to have the matter resolved informally. In either case, the student must initiate proceedings with the College within 20 days of the occurrence which gave rise to the grievance.

### Student Grievance Procedure

If any student attending the College feels that any staff member at the College have acted in an arbitrary or capricious manner the student may initiate a student grievance under either grievance process listed above. Board policy JFHA-AR(1) – Student Complaint Procedure - Academic or Instructional Related Issues is for all academic or instructional related issues regarding the classroom and faculty members. Board policy JFHA-AR(2) – Student Complaint Procedure - Other Non-instructional Related Issues is for all other non-instructional related issues and all issues related to discrimination, sexual harassment and handicapped discrimination.

END OF POLICY

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### Legal Reference(s):

[ORS 341.290\(2\)](#)