

Student Grievance Policy and Procedure

1. Purpose:

Students should have the means by which their concerns may be expressed, considered, and dealt with in a fair and equitable manner. The Student Grievance Policy provides guidance and identifies procedures for addressing student complaints and grievances in order to reach a fair and appropriate resolution.

2. Definitions

- 2.1. Complaints – an informal statement (written or verbal) that a situation is unsatisfactory or unacceptable
- 2.2. Grievance – a formal written complaint detailing the violations of a policy or procedure

3. Policy

- 3.1. Southeastern Technical Institute (STI) recognizes and supports the student's right to make a complaint or grievance for any incident, which he or she believes to be a violation of STI policies and procedures. All such grievances will be given a fair hearing by STI personnel.
- 3.2. STI encourages students to address concerns or complaints on an informal basis whenever possible. The majority of issues can be resolved in this manner. In the event that an attempt at an informal review of the matter does not result in a satisfactory outcome, the student may choose to submit a grievance.
- 3.3. Eligible grievances are those that occurred while a student was officially enrolled at STI.
- 3.4. Students wishing to file a grievance must do so in writing within ten (10) business days of the alleged incident to allow for timely review of the complaint and related details.
 - 3.4.1. In the event of extenuating circumstances, the administration may choose to entertain a grievance, which is submitted after ten (10) days, but is under no obligation to do so. The decision to extend the time for any particular grievance in no way obligates the administration to any future exceptions for other grievances.
- 3.5. The Director of the STI, or designee, will receive the grievance and ensure that the procedures outlined in this policy are followed.
- 3.6. The Director of the STI, or designee, will provide a written response within 15 business days.
- 3.7. All grievances and subsequent actions shall be thoroughly and appropriately documented
- 3.8. Any form of retaliation against a student who files a grievance is expressly forbidden by the STI.

4. Procedures

- 4.1. Procedures for Complaints
 - 4.1.1. A student should attempt to resolve all minor questions, concerns, or complaints directly with instructors, staff members, or administrators.
 - 4.1.2. If the student is unable to come to a satisfactory resolution the student should consult with the Program Director or Lead Teacher
 - 4.1.3. If the student is still unable to come to a satisfactory resolution they should bring the issue to the Director of the STI.
- 4.2. Procedures for Grievances
 - 4.2.1. Grievances must be submitted to the Director of the STI in the form of a written letter and must contain the students name, written account of the complaint(s), the requested outcome of the grievance, and any supporting documentation.

- 4.2.1.1. The Director of the STI will conduct an investigation in order to gather all of the information related to the grievance. Additional information may be requested from the student filing the grievance, instructors or staff members involved in the issue.
- 4.2.2. The Director of the STI will conduct a hearing to review the written documents and to allow all parties to present information.
- 4.2.3. Upon hearing and reviewing all of the information presented, the Director of the STI will make a decision and inform the student, staff members involved, and the Superintendent of the decision in writing.

5. Appeal

- 5.1. The student may appeal the decision of the Director to the Superintendent of the Southeastern Regional School District. The Superintendent will review the appeal and inform the student, staff members involved, and the Director of the STI of their decision in writing.

6. Complaints

- 6.1. Students have the right to forward complaints, questions, or problems with the school that have not been resolved to their satisfaction to the Massachusetts Department of Elementary and Secondary Education (DESE), Educator and School Development Division, Office for Career/Vocational Technical Education, 75 Pleasant Street Malden, MA 02148-4906 Tel. 781-338-3955 / Fax 781-338-3950 and/or to the Council on Occupational Education (COE) 7840 Roswell Road Building 300, Suite 325 Atlanta, GA 30350, 880-917-3898, Fax 770-396-3790, Website www.council.org

7. Documentation

- 7.1. All documentation related to the student grievance, including the initial request for review, additional documentation acquired, and related response letters will be kept in the Director of the STI's office. This file will be kept for a period of seven (7) years.

8. References:

- 8.1. Regulation:
 - 8.1.1. Board of Registration in Nursing, 244 CMR 6.04(3)(a)2
 - 8.1.2. COE, Handbook of Accreditation 2019 Edition, Standard 10-1-e, Criteria 9, 10, and 11
 - 8.1.3. MAERB, Medical Assisting Standards 2015, V.A.3
- 8.2. District: School Committee Policy Manual, Students Complaints and Grievances, File JII

9. Cross References:

- 9.1. STI Student Catalog
- 9.2. STI Student Handbook
- 9.3. STI website

10. Approvals:

Initial Approval: School Committee Approval April 14, 2020
Review: 1/22
Revision: