

BMCC DISPUTE RESOLUTION PROCEDURES

Students who feel they have been treated unfairly or who have complaints against a faculty or staff member have the opportunity to address the situation by following a two-stage dispute resolution procedure. (For grade appeals, see **ACADEMIC POLICIES**).

Stage 1 – Informal¹ dispute resolution: Students who feel they have been treated unfairly or who have complaints against a faculty or staff member should first attempt resolution by meeting with the individual most directly involved within four (4) working days of the incident. The purpose of the meeting is to discuss the nature of the complaint and to determine mutually agreed upon solutions. Students may seek assistance from other college faculty and staff in scheduling this meeting, and may also invite a staff member to the meeting for support.

Students with complaints about other students should request a college faculty or staff member to facilitate and moderate the meeting.

Students needing assistance with scheduling an informal dispute meeting can request assistance from the Dean of Student Services to identify faculty assistance for either the faculty/staff or student dispute meetings and a location and time.

If a satisfactory resolution is not arrived at during the informal meeting stage, students may continue their appeal outlined in the formal resolution procedures below.

Stage 2 – Formal dispute resolution: If a satisfactory resolution cannot be obtained through informal means, students may continue the dispute by filing a formal written complaint within four (4) working days following the informal meeting. Complaints concerning academic courses, programs, and teaching faculty should be submitted to the Vice President of Academics. All other complaints (concerning disciplinary action, student conduct, financial aid or other BMCC policies) should be submitted to the Dean of Student Services.

Students should fill out the forms provided by the Vice President of Academics or the Dean of Student Services. The written complaint should clearly describe the subject of the dispute, the outcome of the informal meeting, and the issue(s) that are still unresolved.

- The Vice President of Academics or the Dean of Student Services will serve as a chairperson of the Appeals Committee. The Chairperson of the Appeals Committee will select two committee members, establish a hearing date, notify the student of the hearing date, and conduct the hearing. All parties involved should present all necessary supporting documentation at the hearing.
- The Chairperson of the Appeals Committee will notify the student of the findings and recommendations of the committee in writing within (10) ten working days of the hearing.
- If the student is not satisfied with the decision of the Appeals Committee, the Chairperson of the Appeals Committee shall refer the dispute to the BMCC President for

a final written decision. The President's final decision may be reached with or without a hearing. The written final decision will be placed in the student's file.

BMCC APPEALS COMMITTEE

The Bay Mills Community College Appeals Committee shall be made up of at least 3 of the following members:

1. Committee Chairperson
 - a. The Vice President of Academic Affairs, (if the grievance involves an academic complaint or grade).

OR

- b. The Dean of Student Services, (if the grievance involves a disciplinary sanction, misconduct, or a financial aid decision).
2. One full-time faculty member.
3. One Student Council officer.
4. Another administrator not chairing the committee.

Furthermore, the appeals procedure must follow the following guidelines:

- A person (or persons) involved in the complaint shall not sit as a member of the BMCC Appeals Committee.
- Persons selected for the Appeals Committee shall not be a close relative of either party.
- It is the responsibility of the Committee Chairperson to select and notify the members of the committee and to inform the involved student of the date and time of the hearing.
- If the Committee Chairperson is unable to preside over a hearing, the BMCC President shall appoint a Committee Chairperson.
- All appeals shall be handled in a confidential manner to protect the privacy of all parties involved.