

# Student Grievance and Complaint Procedures

## Section 1: References and Resources

---

VPCC Related Policy: [SDS-601 Student Grievance and Complaint Policy](#)

VPCC Related Forms:

[SDS-601.01.B Student Grievance and Complaint Form](#)

[SDS-601.01.B Student Appeal Form](#)

VCCS Related Policy:

VCCS Policy 6.5.0.1 ([VCCS Grievance Policy](#))

VCCS Policy 3.14.0 ([Equal Employment Policy \(SB\)](#))

External Source Mandate:

[SACSCOC Principles of Accreditation, Standard 12.4 Student Complaints](#)

[SCHEV § 8VACVO-31-100, Student Complaints](#)

## Section 2: Purpose

---

Virginia Peninsula Community College is committed to an educational environment in which all individuals are treated with respect and dignity. The Student Grievance and Complaint and Nondiscrimination policies provide a process for students to equitably and orderly resolve issues or concerns that may arise in college-related programs, processes, and/or activities not limited to academic issues, student services, and administrative concerns.

## Section 3: Overview

---

Students who believe they have been the victims of conduct prohibited by the Student Grievance and Complaints and/or Nondiscrimination policy or believe they have witnessed such conduct should discuss their concerns individual/office to seek resolution. The procedure outlines the multistep process by which complaints, grievances, and allegations of violation of nondiscrimination policy are resolved. The College will make every reasonable effort to ensure that all students are familiar with these policies and are aware that any grievance and/or complaint in violation of such policies will be investigated and resolved appropriately and in accordance with the procedures outlined below.

This procedure applies to all complaints, grievances, and concerns under

- Virginia Peninsula Community College Catalog
- Virginia Peninsula Community College Student Handbook
- Title IX of the Education Amendments of 1972
- [Title IV of the Civil Rights Act of 1964](#)

- [Family Educational Rights and Privacy Act of 1974 \(FERPA\)](#)
- [Age Discrimination Act of 1975](#)
- [Title II of the Americans with Disabilities Act of 1992](#)
- [Section 504 of the Rehabilitation Act of 1963](#)

## Section 4: Procedure

VPCC provides a formal multi-option/multi-step process by which complaints and grievances are considered once submitted within the deadlines established below. At all steps of the process, the parties will work together to find meeting times as soon as practicable, with due consideration for operational needs.

### 4.1 Level I - Informal Resolution

- 4.1.1 **Step I:** Student should contact and discuss the situation that has led to the possible grievance or complaint with the college employee most directly responsible for the possible grievance or complaint (i.e., the faculty member if an academic grievance/complaint; or the college employee if a non-academic grievance/complaint).
- 4.1.1.1 **Step IA:** If the student is not comfortable contacting the employee or faculty member with whom they have a possible grievance or complaint, or if the faculty member or college employee is no longer employed with the college, the student may proceed directly to the Level II – Formal Resolution process.
- 4.1.2 **Step II:** The student should express, verbally or in writing, specifically what the concern is and what action is being requested to address the concern.
- 4.1.3 **Step III:** The College employee or faculty member should make a reasonable effort to resolve the matter with the student at this level.
- 4.1.4 **Step IV:** If the matter is resolved to the satisfaction of all parties involved, no further actions are needed. If the student feels the matter has not been resolved successfully, they may proceed to Level II – Formal Resolution.
- 4.1.5 **Step V:** The College representative should retain notes regarding the complaint and resolution and forward them to the Student Conduct Coordinator for long term records storage.

Student Submission Timeframe Table*		Dean/Designee Response Timeframe*	Appeal Timeframe
Complaint	Within 30 workdays of the incident rising to the complaint	Within 15 workdays of receipt of the complaint/grievance.	Within 15 workdays of decision
Final Grade Appeal	Within 30 workdays after the grade is posted to the student's official transcript		
Issue with a faculty/instructor, staff member or another student	Within 30 workdays following the event rising to the grievance.		
Issue with a class (after appropriate compliance with	Within 30 workdays following the event rising to the grievance.		

posted deadlines, i.e., withdrawal from course, etc.)			
<b>Issue with a college procedure/process</b>	Within 30 workdays following the incident rising to the grievance.		

\* **Time Limits** – Every effort will be made to settle grievances and complaints promptly. Time limits specified in this policy may be extended given written communication of extenuating circumstances (i.e., consultation with legal counsel by either party).

#### 4.2 Level II – Formal Resolution

- 4.2.1 **Step I:** Student submits a Student Grievance/Complaints Form within the appropriate timeframe listed in the table above. The Student Grievance and Complaints form may be found on The College’s website.
- 4.2.2 **Step II:** Formal Resolution - If the issue cannot be resolved informally, or engaging with the faculty or staff member involved at Level I would make the student uncomfortable or would be inappropriate, the student will formalize the grievance or complaint by submitting the Student Grievance and Complaint Form found on VPCC’s website. This form requires the student’s information, a summary of the grievance/complaint and a description of the action being requested to rectify the grievance. The dean and/or their designee over the area in which the grievance/complaint is filed is the decision maker for formal resolutions. The student must remit the Student Grievance and Complaint Form within the timeframes noted below.
- 4.2.3 Formal records regarding the complaint and resolution will be retained in the student’s file.

#### 4.3 Level III – Appeal of Formal Grievance/Complaint.

- 4.3.1 **Step I:** Within 15 workdays of receipt of the Level II decision any student wishing to appeal must submit the Student Appeal Form.
  - A. Academic Grievance/Complaint appeals for credit bearing coursework are reviewed by the Vice President of Academic Affairs or their designee.
  - B. Workforce Development Academic Grievance/Complaint appeals by the Vice President of Workforce Development
  - C. Non-Academic Grievance/Complaint appeals are reviewed by the Student Grievance Governance Committee.
- 4.3.2 **Step III:** The Vice President of Academic Affairs and the Vice President of Workforce Development (or VP’ designee) or the Student Grievance Governance Committee reviews appeal and renders a decision within 15 workdays.
- 4.3.3 **Step IV:** The decision of the Vice President of Academic Affairs, Vice President of Workforce Development (or VP’s designee) or the Student Grievance Governance Committee is the last step in the internal VPCC grievance process and is final and binding.
- 4.3.4 Formal records regarding the appeal and resolution will be retained in the student’s file.

## **Section 5: Effective Date and Approval**

---

Reviewed and approved: February 18, 2025

- College President, Dr. Towuanna Porter Brannon
- Vice President for Academic Affairs, Dr. Kerry Ragno
- Vice President for Workforce Development and Innovation, Todd Estes
- Vice President for Enrollment Management and Student Success, Daniela Cigularova
- Vice President for Finance and Administration, Steven Carpenter
- Vice President for Institutional Effectiveness and Transformation, Steven Felker
- Chief of Staff and Director of Strategic Initiatives, Ada Badgley