



OFFICE OF STUDENT ADVOCACY, RIGHTS, & RESPONSIBILITIES

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STUDENT COMPLAINTS AGAINST A FACULTY MEMBER

A student complaint is an allegation against a faculty member that the member has harmed a student by violating a policy, rule, or regulation, or otherwise engaged in inappropriate conduct. A complaint does not include a **grade or file challenge, or an allegation of discrimination or sexual harassment, or other conduct for which immediate disciplinary action or suspension could result.**

STUDENT COMPLAINTS MAY HAVE SERIOUS CONSEQUENCES FOR THE FACULTY MEMBER CONCERNED. STUDENTS SHOULD RECOGNIZE THAT DIFFERENCES IN PERSONALITY, OPINION, AND PERCEPTION DO OCCUR, AND CAN OFTEN BE RESOLVED BY DISCUSSIONS BETWEEN THE PARTIES. WHENEVER POSSIBLE, STUDENTS ARE ENCOURAGED TO ADDRESS SUCH DIFFERENCES DIRECTLY WITH THE FACULTY MEMBER.

INFORMAL PROCESS

1. A complaint should first be raised directly with the faculty member concerned.
2. If a direct meeting does not resolve the complaint, or if either party is unable or unwilling to meet, the complaint should be taken to the faculty member's supervisor.
3. The supervisor may take the following action including, but not limited to:
 - a. Investigating the complaint.
 - b. Meeting with any party separately or facilitating a joint meeting.
 - c. Recommending appropriate action to any party.
 - d. Recommending an evaluation of the faculty member to the Chancellor.
 - e. Redirecting the matter as appropriate.
4. If the supervisor fails to resolve the complaint within 20 semester instructional days, then the student may file a formal complaint in accordance with the process set forth below. Semester instructional days include only regular business days during the Fall and Spring semesters, and not summer sessions.
5. If, after the failure of the supervisor to resolve the complaint at the informal level, the student fails to file a formal complaint within an additional 20 semester instructional days, then the matter will be considered dropped unless renewed by the student within the first 20 semester instructional days of the next semester.

FORMAL PROCESS

1. If any party is dissatisfied with the result of the informal process, that party may appeal the matter to the Dean of Student Advocacy, Rights and Responsibilities whose role is to channel the complaint to the appropriate Vice Chancellor and to the Academic Senate. If any party chooses to pursue the matter to the formal level, all parties shall be given written notice of that fact.

FORMAL PROCESS (cont.)

2. Any party who appeals a complaint to the formal level must complete a form which describes:
 - a. The specific nature of the complaint and its history;
 - b. All efforts which have been made to resolve the complaint;
 - c. What the appealing party would consider a fair and appropriate resolution of the complaint.
3. Upon receiving a formal complaint, the appropriate Vice Chancellor and the Academic Senate shall each appoint one member to a committee whose function shall be to hear and decide the matter.
4. In reaching its decision, the committee may take any action which could have been taken pursuant to the informal process, except that the committee may not redirect the matter.
5. The findings and decision of the committee must be made in writing and provided to the student, the faculty member, and the member's supervisor, and must encompass some or all of the following results:
 - a. Resolution of the complaint to the satisfaction of all parties.
 - b. Dismissal of the complaint with or without the consent of all parties.
 - c. Recommendation of appropriate action to the faculty member's supervisor.

At the committee's discretion, its decision and the underlying student complaint may be inserted into the faculty member's personnel file.

6. Formal complaints should be resolved as quickly as possible. Except under unusual circumstances, the written findings and decision of the committee should be provided within forty [40] semester instructional days of its receipt of the formal complaint.
7. Any student or faculty member involved in a student complaint may, by his/her own initiative, provide representation of their choice.