**Student Grievance Procedures**

De Anza College strives to treat all students fairly, but as in any complex organization, conflicts and misunderstandings can arise from time to time. As a student, you have certain rights under the published rules and regulations of the district and the college, and state laws pertaining to educational environments. If you feel that your student rights have been violated by the college, you have the right seek a resolution to the problem. The Foothill-De Anza Community College District Board of Trustees established Administrative Policy 5530: Student Grievances to provide an avenue of relief. The complete Student Grievance Procedures follow this step-by-step summary. It’s a good idea to read them carefully to understand your rights under this policy.

**Procedures:**

**Step 1:** You must first try to solve the problem informally with the instructor or staff member. You and the other person(s) involved need to meet and try to resolve the problem.   
  
**Step 2:** If you are unable to resolve the issue at the first level, you must meet with the faculty member’s division dean, or the supervisor of the administrator or classified person.

**Step 3:** If situation is still unresolved after Step 2, the student must confer with the vice president of that dean or supervisor’s division or his/her designee.

**Step 4:** If you still aren’t satisfied, upon the recommendation of the appropriate administrator, you can file a formal grievance form. You will need to provide the specific rule or law (Students Rights & Responsibilities) that you feel was violated, as well as all of the details of the situation. Provide copies of any pertinent documents. Don’t delay—to file a grievance you must be a current student or have been one within thirty days before filing, and you must have learned of the particular event or the latest of a series of events no more than 30 days before you file. Regardless of when you learned of the events(s), if the alleged violation(s) happened more than a year in the past your grievance won’t be valid.

**Step 5:** Pick up a Student Grievance form from the Student Development Division Office, the Office of College Life or the Office of the Vice President of Student Services. You can receive assistance with completing the form from any faculty or staff member.

**Step 6:** File your completed Student Grievance Form with the Office of Student Development in Hinson Campus Center Room 165. Please do not return the completed Grievance form to any other office. You will receive acknowledgement of receipt of your grievance usually within two weeks from the time it is received.

**Step 7:** The Grievance Review Board will review your grievance and will decide if you met the standards for filing, and whether your grievance meets the basic standards of legitimacy for consideration. The office of Student Development & EOPS will contact you if your grievance warrants a hearing. You will be contacted and a hearing will be scheduled.

**Step 8:** The exact nature of the hearing differs from case to case, and is under the direction of the grievance officer. You—and the other person(s)—can have with you, or be represented by, any other person who is not an attorney. You can purchase (at cost) a copy of the official record of the hearing.

**Step 9:** The Grievance Review Board will try to reach a decision within 14 days from the time of the hearing. They will decide on the outcome of your grievance and what relief (if any) you should be granted. They will forward their recommendation to the Dean of Student Development & EOPS, who will forward the Hearing Board recommendation to the College President.

**Step 10:** The college president or his/her designee has the final decision regarding the outcome. If it is determined that violation of rights is a result of a district rule or some other reason beyond the college’s control, the president or his/her designee will recommend the appropriate action at a higher level, the chancellor and trustees. Regardless of the outcome, the College President will notify you in writing of the decision.

NOTE: Please refer to the following link for specific information regarding grievance procedures and appeals: Foothlll-De Anza [Administrative Procedure 5530](http://www.boarddocs.com/ca/fhda/Board.nsf/goto?open&id=9U2UPY7D0BB9): Student Grievances.

I have read and understand the above-referenced grievance procedures.

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Student Name (please print) Student Signature Date

**ADA Accommodations**

The Foothill-De Anza Community College District Board of Trustees upholds that, for persons with disabilities, improving the access to educational and employment opportunities must be a priority.

* The Board of Trustees directs the administration to take the necessary actions to implement the requirements of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.
* The Foothill-De Anza Community College District (FHDA) shall not discriminate against a qualified individual with a disability because of the disability with regard to employment or with regard to the provision of district programs, services and activities.
* A person who is otherwise qualified may request accommodation related to his or her disability, provided that the accommodation does not impose an undue hardship on the district. The procedures for requesting accommodation are maintained in the President’s Office, the Office of the ADA Coordinator and in the District Human Resources Office.
* The ADA coordinator for De Anza College is Michele LeBleu-Burns, dean of Student Development and EOPS, 408.864.8218.

**Please refer the following links on the FHDA website for specific details:**

* See Foothill-De Anza [Administrative Procedure 3440](http://www.boarddocs.com/ca/fhda/Board.nsf/goto?open&id=9TVUZC779417): Service Animals
* See Foothill-De Anza [Administrative Procedure 4670](http://www.boarddocs.com/ca/fhda/Board.nsf/goto?open&id=9U3M2B591B33): Procedures for Requesting and Receiving Accommodations under the Americans with Disabilities Act.
* See Foothill-De Anza [Administrative Procedure 5077](http://www.boarddocs.com/ca/fhda/Board.nsf/goto?open&id=9U3NVK61BC0E): Academic Accommodations for Students with Disabilities