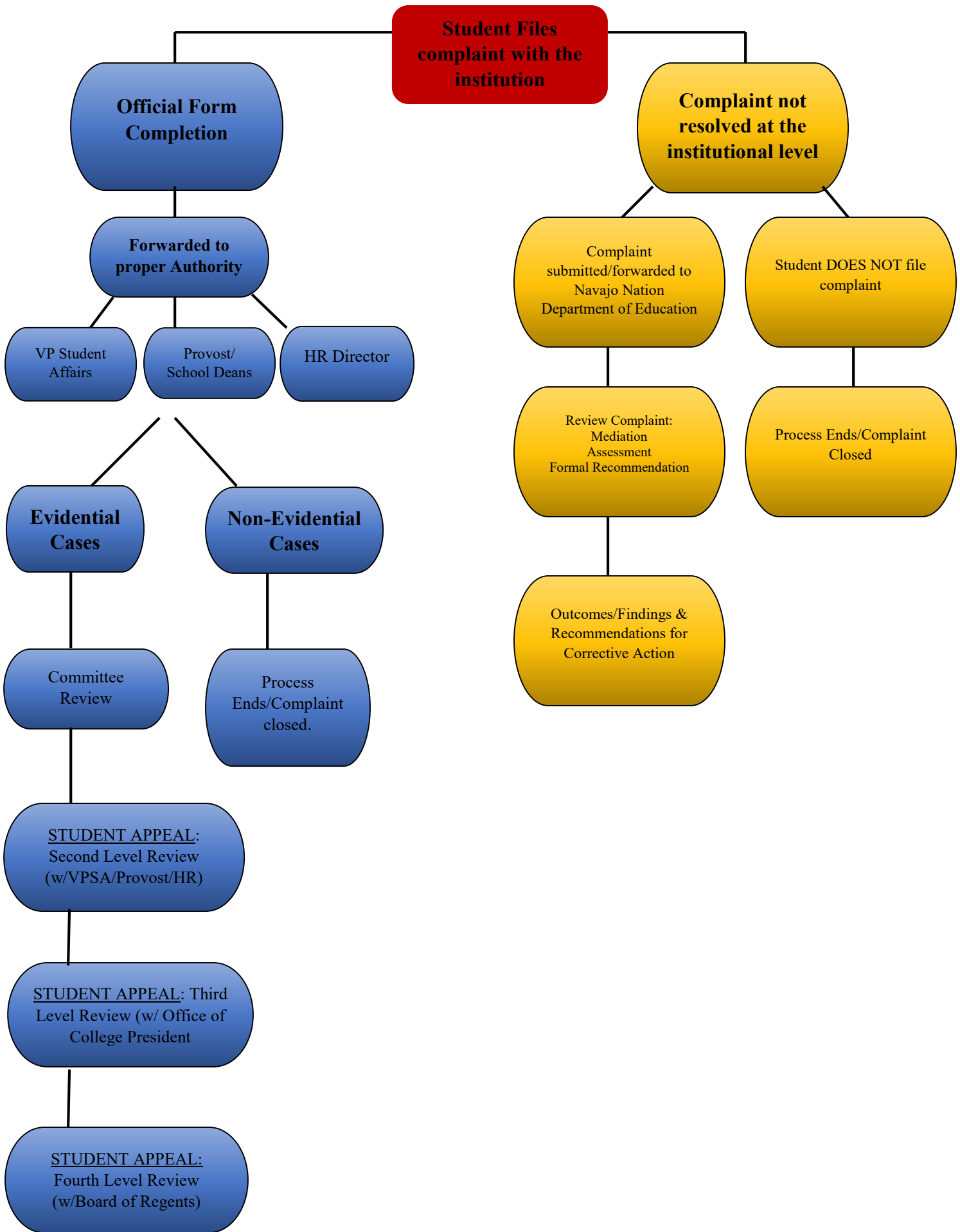


Dine College Student Complaint Process



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STUDENT COMPLAINT PROCEDURES

Dine College is dedicated to treating all students fairly and respectfully. Institutional policies and due processes that promote and address students' rights and practices are applied at Dine' College. The academic policies are included and described in the College Catalog each academic year.

Students registered and enrolled at Dine' College have the right to file a Student Complaint when he/she encounters and/or experiences a problem on campus or if he/she feels they have been treated unfairly. The Student Complaint Process begins with an informal approach (students are encouraged to first attempt to resolve the issue with the faculty, staff, or department directly involved prior to filing a formal complaint). If the situation or matter continues to be unresolved, then it can proceed into a formal complaint process.

FORMAL STUDENT COMPLAINT PROCESS:

- 1) Students are required to complete and submit an Official Student Complaint Form. Section I of the form must be fully completed, describing the situation and a summary of actions the student attempt to informally resolve the situation. Students filing a formal Complaint Form must include evidence of the issue or matter (Example: Written Statements, copy of grading, incident report from Security Office, copy of email correspondences, and records of communications). Generally, the Student can file the complaint with the Student Affairs department; however, the complaint can also be filed with a Faculty or Staff who can help the student route the complaint form to the proper authority to review, investigate, and proceed with the necessary corrective actions and/or interventions.
- 2) PROPER AUTHORITY:
 - i) STUDENT-TO-STUDENT COMPLAINTS (Point of Contact: VP of Student Affairs.) The Vice President of Student Affairs must contact the student within two business days after receiving a formal complaint to confirm receiving the complaint. The Vice President of Student Affairs assesses the severity of the complaint and interviews the student and involved parties within five business days of the date of complaint. The situation must be addressed within 10 business days. The Vice President of Student Affairs utilizes the College's Student Code of Conduct to assess the level/degree of student violations, conduct, and behavior.
 - ii) STUDENT-TO-FACULTY COMPLAINTS (Point of Contact: Provost and Dean of Schools,) The Dean of Schools must contact the student within two business days after receiving a formal complaint to confirm receiving the complaint. The Dean of Schools assesses the severity of the complaint and interviews the student and the Faculty whom the complaint is about within five business days of the date of complaint. It is important that both parties are equally given the opportunity to explain the situation at hand. The situation must be addressed within 10 business days. The Dean of Schools and Provost utilizes the Course Syllabus, College's

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Academic Catalog, evidence of student's course assignments and projects, and grading metrics to assess any findings of classroom management concerns and/or faculty grading violations.

- iii) **STUDENT-TO-STAFF COMPLAINTS** (Point of Contact: Human Resource Director.) The Human Resources Director must contact the student within two business days after receiving a formal complaint to confirm receiving the complaint. The Human Resources Director contacts/informs the supervisor of the Staff whom the complaint is about within the same two business days timeline. The Human Resources Director and Supervisor of the Staff interviews the student and the staff within five business days. It is important that both parties are equally given the opportunity to explain the situation at hand. The situation must be addressed within 10 business days. The Human Resources Director and the Supervisor assesses the severity of the complaint utilizing the College's Personnel Policies and Procedures to assess the violation of staff conduct and behavior.
- 3) **ASSESSMENT OF STUDENT COMPLAINTS** - Proper Authority (as outlined in the above categories of complaint) will assess the validity of the student complaints and determine the following:
- i) Evidential and Factual Cases- The Student's Formal Complaint demonstrates evidence to support complaint. A Committee is selected to further review and resolve the student complaint and determine course of action.
 - ii) Non-Evidential or Lack of Evidence Cases – The Student's Formal Complaint does not carry or demonstrate prove of evidence or does not demonstrate violation of said policies (ex: Student Code of Conduct; Course Syllabus/Academic Policies, and/or Personnel Policies and Procedures). In such cases, the complaint will be closed.

The reviewing authority (or point of contact) for the Student Complaint must provide a written statement to the student describing the process of review completed on the student complaint; acknowledging the severity of the student complaint; a summary of the findings/outcomes of the complaint; next steps of the complaint (ex: closed/pending/needs further review, etc); and a brief description of the course of action and/or interventions to be conducted/employed (if any). It is the student's right to know the details of the review, assessment, and outcomes of his/her student complaint.

4. **STUDENT'S RIGHT TO APPEAL** – If the student is not satisfied with the outcomes of the review, assessment, and/or outcomes of the complaint, then he/she has the right to appeal. The Appeal process is completed in the follow Levels of Reviews:

- i) 2nd LEVEL OF REVIEW - VP of Student Affairs, Provost, and Human Resource Director to convene and review the student appeal packet. The 2nd Level Review Team confirms the sanction issued to the student, or rescind the final decision. This review must be completed/conducted within 10 business days of student's appeal.

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ii) 3rd LEVEL OF REVIEW – If the student is still not satisfied with the outcomes and decisions of the 2nd Level of Review, he/she has the right to proceed with the complaint to the Office of the President. The College President will review the Student Complaint and the history of reviews, assessments, and outcomes. The College President confirm the sanction issued to the student, or rescind the previous decision. This review must be completed/conducted within 10 business days from the date of the President’s Office receiving the student appeal.

iii) 4th LEVEL OF REVIEW – The student has a right to present his/her complaint to the College Board of Regents at a formal board meeting, with the history of the his/her case and demonstrate he/she proceeded with an informal review, a formal complaint, and 2nd and 3rd Level of Review. Dine College Board of Regents may call upon the Point of Contact (or Authority/Administrations) who acted upon the student’s complaint to validate the course of action/sanctions, and/or to rescind all previous decisions. The 4th Level of Review does not hold a set timeline for review, hearings, and assessment of student complaints due to scheduling of Board of Regent meetings.

5. STUDENT COMPLAINT UNRESOLVED AT THE INSTITUTIONAL LEVEL

If a student complaint continues to be unresolved by the College and/or if there is proof that the College failed to employ the student’s right, the student can submit their complaint to an external entity for further evaluation. A student can contact the Navajo Nation Department of Education to formally submit his/her complaint.

i) EXTERNAL REVIEW: Navajo Nation Department of Education, Office of the Superintendent will review the student complaint. The external entity serves primarily as a mediator between Dine’ College and the student and focuses to ensure that student rights were not violated and the formal student complaint process was properly exercised. The Navajo Nation Department of Education, Office of the Superintendent, will provide a thorough assessment and recommendations for correction actions to Dine’ College (if any). A representative from the Office of the Superintendent will meet with the student to inform him/her of the final course of action within 30 days of receiving the request for an external review of the student complaint.

*Note: Student complaints about grades or student conduct may not be appealed the Navajo Nation Department of Education. Complaints about fraud or criminal activity can go to any tribal attorney General or the Office of the Inspector General or the Higher Learning Commission or the complaint unit of the Department of Education.