

Complaint Mediation

If you are having difficulty with a person at Everett Community College (EVCC), you may utilize the on-campus grievance procedures listed in the EVCC Student Handbook.

Center for Disability Services (CDS) is available to offer assistance to students who wish to file a grievance. As many problems are a result of misunderstandings, CDS is often able to assist in resolving complaints or misunderstandings quickly. CDS can also appropriately refer students to other offices or individuals who can assist with resolution.

Students are welcome to contact the CDS Director or the Title IX coordinator if they are having difficulties or have a complaint about the CDS office.

Filing a Grievance

There are three types of grievances you may file:

1. Academic
2. Student Affairs
3. Title IX/Discrimination

Here are a few tips for when you file a complaint:

- Be specific. Include what occurred, who (use names) was involved, when (date and times), and where the incident happened.
- Be thorough. Provide a detailed description of what took place. Also include any efforts you have made thus far to try to resolve the issue.
- State what you are hoping for. Write what you would like to see as an outcome.
- Keep a record of all written correspondence regarding the matter.

There is a **Student Affairs Grievance Procedure** (WAC 132E-120-370) in place for students who have evidence that they have been: Unfairly treated in matters related to student services/student auxiliary services, policies, procedures or expectations. In cases where a student is not satisfied with the accommodations offered by CDS, the student would first contact the Director of Disability Services. If satisfaction is not achieved, the student should utilize the Student Affairs Grievance Procedure to determine who the appropriate administrator (i.e. Dean of Student Development, Director of Housing) a grievance should be filed with.

There is an **Academic Grievance Procedure** (WAC 132E-120-360) in place for students who have evidence that they have been: Unfairly treated in matters relating to grading, course policies or expectations; falsely accused of cheating; or inappropriately penalized for alleged cheating. Students are first encouraged to discuss the alleged problem with the involved instructor; or if the complaint involves an academic program, students are encouraged to speak with the Director or Dean of the program. If satisfaction is not achieved, the student should utilize the Academic Grievance Procedure as outlined in the Student Handbook.

There is also a **Discrimination / Title IX (Sexual Misconduct)** (132E-120-380) procedure in place for students who feel they have been discriminated against on the basis of race, color, religious belief, sex, marital status, sexual orientation, gender identity or expression, national or ethnic origin, disability, genetic information, veteran status, or age. Students who have evidence that they have been discriminated against or who have experienced sexual misconduct can file a report online through the Title IX "Report Now" function or by contacting the Title IX Coordinator. Please consult Everett Community College Student Handbook for additional information on this procedure.

Still have questions? Bring your questions to CDS. If we are unable to answer them directly, we will be sure to connect you with those who can.

This document is available in an accessible format.