



## Spokane Community College PACE Services STUDENT GRIEVANCE PROCEDURE

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As a student with PACE Services, I understand I have the right to be treated with dignity and respect.

If I have complaints about services I am receiving from PACE Services, I understand I should address the problem first with the instructor, job coach, or other relevant staff. If the complaint is not worked out, I have the right to go to the faculty member's department chair or the staff's supervisor. If the complaint cannot be resolved at this level, I have the right to take the complaint to the Assistant Dean of PACE Services. If the complaint cannot be resolved at this level, I should follow the **Formal Process for Addressing Student Concerns**.

If I have complaints about a specific staff member, I understand I should address the problem first with the staff member. If the complaint is not worked out, I have the right to go to the faculty member's department chair or the staff's supervisor. If the complaint cannot be resolved at this level, I have the right to take the complaint to the Assistant Dean of PACE Services. If the complaint cannot be resolved at this level, I should follow the **Formal Process for Addressing Student Concerns**.

Any PACE staff member can assist me in obtaining the *Student Concerns Form and Procedures ccs 30-06*, which explains the informal guidelines and the formal process for addressing student concerns or I can refer to the Administrative Procedure 3.40.01-D on the CCS Internet site at **[www.ccs.spokane.edu](http://www.ccs.spokane.edu)**.

I have the right to have an advocate (i.e., family member, case manager, friend) accompany me during this process.

Retaliatory action of any kind taken against a student as a result of filing a grievance is prohibited. Any person who thinks he/she has been the victim of retaliation should contact the Assistant Dean or the Assistant Dean's supervisor immediately.

I also have the right to appeal a decision.

I have read this form and/or have had an advocate explain this form to me.

Student's signature \_\_\_\_\_ Date \_\_\_\_\_

Staff's signature \_\_\_\_\_ Date \_\_\_\_\_