

Conflict Resolution/Grievance Procedure

I. Purpose

When there is a difference of opinion regarding college procedures, policies, decisions, values, or treatment, students at OCCC are encouraged to seek resolution with the individual the conflict exists with, or his/her supervisor. **Please note, this requirement does not apply in cases of alleged sexual harassment, sexual misconduct or discrimination.** In those cases, the student should contact the Vice President of Student Affairs, Andres Oroz, 541-867-8511, andres.oro@oregoncoast.edu or Director of Human Resources, Joy Gutknecht, 541-867-8515, joy.gutknecht@oregoncoast.edu 400 SE College Way, Newport, OR 97366

II. Grievance Procedure

Grievance issues should be resolved in a timely manner. In order to assure this, time restrictions are a part of each step. If a student grievant misses a deadline, the process is considered to be terminated. If college personnel fail to meet a deadline, the grievance is forwarded automatically to the President for resolution. The timelines can be extended by mutual agreement between the involved parties at any time. Timelines start when written materials are submitted to the Vice President of Student Affairs.

Step 1: Informal Grievance Procedures for Conflict Resolution with Students/Faculty/Staff Members

1. The student is encouraged to discuss the problem with the faculty, staff member, or student directly involved within ten (10) working days of the event's occurrence.
2. If the student chooses not to discuss the problem with the other party, or the problem is not resolved during the discussion, student should begin the formal grievance procedures.

Step 2: Formal Grievance Procedures

1. If the problem cannot be resolved informally, as described in Step1 above, or if the student chooses not to discuss with problem with the other party, the student may file a college Grievance Form. Grievance Forms are available [online](#) or at OCCC Student Affairs counter and all other OCCC centers. The completed form must be turned in to the Vice President for Student Affairs' Office within ten (10) working days of meeting with the faculty/staff/student or the event's occurrence. If the grievance is focus against the Vice President of Student Affairs, students should direct their grievance to the President.
2. Within ten (10) working days of receipt of the formal written grievance form, the Vice President for Student Affairs will contact all involved parties and will investigate the grievance.
3. The Vice President for Student Affairs shall issue a written decision to all parties involved within ten (10) working days of receipt of the student's grievance.

Step 3: Appeal of Vice President for Student Affairs' Decision

1. If the student does not accept the decision of the Vice President for Student Affairs, the student may submit a written appeal to the President within ten (10) working days of receipt of the decision of the Vice President of Student Affairs.

1. The student must present all evidence in writing, including a copy of the original grievance form and previous decisions in the matter reached at lower levels of the process.
2. The student must also submit a written statement which explains why the decision of the Vice President for Student Affairs was unsatisfactory, and which thoroughly describes a specific, requested remedy to the grievance.
2. Within ten (10) working days of receipt of the appeal from the student, the President shall meet with the student regarding the student's grievance and:
 1. make a summary decision; or
 2. remand the issue to the College Appeals Committee.

At the President's discretion, the issues may be remanded to the College Appeals Committee. The Committee will review the facts of the issue and make a recommended decision for the President's review and approval. The College Appeals Committee shall consist of the following people: two (2) staff members selected by the President; two (2) students selected by the Associated Student Government of OCCC; and two (2) persons representing faculty designated by the College.

Step 4: Final Decision

At the conclusion of Step 3 above, as determined by the discretion of the President, the President shall issue a written decision on the grievance to all parties involved within ten (10) working days of the meeting with the student. The decision of the President is final and not subject to further appeal.