

**WAC 132F-121-070 Informal processing of student grievances. (1)**

The goal is to informally resolve the grievance with the employee most closely responsible for the policy, procedure, or action. The college employee and student shall make a good faith effort to resolve the issue on a one-to-one basis.

(2) Both parties should openly discuss the concern, attempt to understand the other's perspective, explore alternatives and attempt to arrive at a satisfactory resolution. For assistance in identifying the appropriate person a student should contact the student grievance process advocate, as designated by the VPSS. In such cases, the student may choose to engage with the student grievance process advocate as designed by the institution in support of these efforts.

(3) If the student complainant believes that discussion with an employee respondent will not achieve or has not achieved a satisfactory result, the student may communicate about the matter with the respondent's supervisor.

(4) This informal process must be completed in a timely manner. In general, a student wishing to express a grievance should do so as soon as the grievance arises, but no later than the end of the quarter in which the issue occurred.

[Statutory Authority: RCW 28B.50.140 and 28B.50.090(3). WSR 21-13-066, § 132F-121-070, filed 6/12/21, effective 7/13/21. Statutory Authority: RCW 28B.50.140(13). WSR 13-11-127, § 132F-121-070, filed 5/21/13, effective 6/21/13. Statutory Authority: RCW 28B.50.100, [28B.50].130, and/or [28B.50].140. WSR 03-16-015, § 132F-121-070, filed 7/28/03, effective 8/28/03.]