

## ***FINANCIAL AID GRIEVANCE PROCEDURE***

It is the policy of SBC that all financial aid applicants have at their disposal during the period when they are students, specific and equitable procedures which afford due process for resolving grievances.

A grievance is an alleged unfair, inequitable, or discriminatory application or implementation of college policy or procedure. A grievance can result from issues that require institutional attention for which there is no policy or procedure.

The purpose of the informal procedure is to require the parties involved in a grievance to attempt to resolve the problem themselves through the following steps:

1. The student should attempt to discuss the complaint with the person(s) who appears to be the source of the grievance.
2. If the problem is not resolved at the first step, the student may take the complaint to the respondent's supervisor.
3. If the problem is not resolved to the satisfaction of the student through the informal process, the student may enter the formal grievance procedure.
  - a. The grievant shall submit to the SBC Financial Aid Ad Hoc Committee a written grievance containing a concise description of the grievance and the requested remedy to the grievance.
  - b. A hearing shall be held within ten working days after the grievance has been submitted to the Financial Aid Office.
  - c. A recommendation shall be made to the College President within ten working days of the hearing. The President may:
    1. Institute the recommended action of the Financial Aid Ad Hoc Committee;
    2. Refer the matter back to the Financial Aid Ad Hoc Committee for additional consideration and review; or
    3. Reject the recommendation of the Financial Aid Ad Hoc Committee and resolve the grievance.

The grievant shall be informed in writing of any and all actions taken.