

Student Grievances

A student grievance is a complaint regarding a school matter, problem or condition alleging that there has been a violation, misinterpretation or inequitable application of LCC regulations, policies or practices. Since LCC regulations include compliance with state and federal law, a grievance may also address an issue related to state or federal law. In the event that the conflict is considered criminal in nature (misdemeanor or felony), an incident report will be filed by Luna Security and reported to the local law enforcement agency of the campus on which the alleged event occurred. If the incident involves a sexual harassment complaint involving a student and a Luna employee, the incident must be reported to the Human Resources (HR) Director.

Grievance Process

Any student may initiate a grievance action within fifteen (15) days of the occurrence of the event giving rise to the complaint or within fifteen (15) days of when the student learns of or should have known of the occurrence of the event-giving rise to the complaint. All steps of the Grievance Process should be documented, using the Grievance form obtained and filed through the Office of Academic and Career Planning.

Grievance Process – Step 1

A student must attempt to informally resolve the complaint at its source of origin, i.e., with the concerned person. The date this takes place will be documented by the grieving party on a Grievance form.

Grievance Process – Step 2

If a student is unable to resolve the complaint at its source of origin, the student has five (5) calendar days to attempt to formally resolve the complaint at the departmental level, by submitting a written grievance with the Director of the relevant department or the Academic Director of the relevant division. The Director must render a written decision with all related supportive documentation within five (5) calendar days thereafter.

Grievance Process – Step 3

If the student is unable to resolve the complaint at the departmental level, the student must submit a written grievance to the Office of Academic and Career Planning within (5) calendar days. The Office of Academic and Career Planning will attempt to resolve the complaint within five (5) calendar days thereafter. Students may request a meeting be scheduled so both parties can meet in the presence of a member of the Academic and Career Planning staff who will serve primarily as a mediator. A written decision or recommendation will be submitted to the appropriate vice president with all related supportive documentation.

Grievance Process – Step 4

If the student is aggrieved by the decision or recommendation of the Office of Academic and Career Planning, the student must submit a written statement setting forth the grounds upon which the student disagrees with the decision or recommendation of the Office of Academic and Career Planning. This written statement must be submitted to the appropriate vice president within five (5) working days after receipt of the decision or recommendation. The appropriate vice president will review the matter and,

within five (5) days of submission of the grievance to the VP's office, allow the student to present his or her complaint in person and include witnesses of the student's choosing at an informal meeting to be held at a time and place upon the LCC campus as determined by the vice president. The vice president shall give ample notice of such meeting to all persons necessarily concerned. The vice president shall render a written decision within five (5) calendar days thereafter with all related supportive documentation.

Grievance Process – Step 5

If the student is aggrieved by the decision of the vice president, the student must submit a written statement within five (5) calendar days setting forth the grounds upon which the student disagrees with the decision of the vice president with the Office of the President. The president, or his designee, shall review the matter, including all documentation submitted by all persons necessarily concerned, and shall render a decision within ten (10) calendar days after receipt of the complaint. The President's decision is final, cannot be appealed, and the issue will be considered resolved.

New Mexico Higher Education Department

Luna Community College operates within the guidelines of the New Mexico Department of Higher Education. Anyone wishing to make a complaint to the New Mexico Higher Education Department may use the contact information below:

New Mexico Higher Education Department
Deputy Secretary for Academic Affairs
2048 Galisteo Street
Santa Fe, New Mexico 87505-2100