

Verdugo Fire Academy
Cadet Policy and Procedure Manual

Section: PP17
Rev. Date: 1/1/08
Approved

Policy and Procedure - 17

Academy Grievances / Appeals / Protests

I. Overview

Students have the right to grieve or appeal any of the policies in this manual.

Academy Grievances, Appeals, and Protests DO NOT negate a Cadets right or ability to file a Grievance with GCC according to the procedure outlines in the GCC student handbook.

Any grievances or appeals filed according to this directive are solely processed within the Fire Academy Program up to the Fire Technology Director for final decision. Protests shall be submitted/received by the on-duty Staff Member.

II. Definitions

- A. Academy Grievance – A complaint based on a circumstance. A grievance is filed when a Cadet feels that a directive or procedure is not fair or that a directive was inappropriately applied to the student. The Cadet filing a grievance must be the affected Cadet. Examples; suspension or dismissal from the Academy Program, grades reported to GCC.
- B. Appeal – To make a request to further review a decision handed down. Normally in regards to discipline and application of the rules and regulations of the program. Examples; Discipline issued,
- C. Protest – To object in a formal statement. The protest refers to exam content and grading. A protest may be filed by any cadet using the Cadet Memo. Examples; written or manipulative exams, attendance discrepancies.

III. Procedure (Grievances and Appeals)

Grievances or appeals must be done in writing to a Staff Member (Cadet Memo) within 24-hours of the incident that has brought the grievance forth. ALL grievances must be given to a Staff Member in person and preferably while during Academy hours. If it is not possible to file a grievance during Academy hours, the Grievance must be filed with the Academy Administrative Assistant on campus (Victor Castellanos) in a sealed envelop with the name of the Academy Coordinator on it and the words "Fire Academy Formal Grievance / Appeal".

Staff will then review the grievance and investigate the conditions of the grievance/appeal.

The position statement of the Staff will be issued to the Cadet verbally no later than the Friday following the filed grievance/appeal and will be followed-up with a written letter.

This procedure does not supersede or replace the normal GCC grievance policy and procedure as outlined in the GCC Student Handbook

The typical grievance/appeal timeline would be as follows;

- Step 1: Written grievance/appeal from the Cadet on Cadet Memo to any **Staff Member** within 24 hours of the occurrence that initiated the grievance.
- Step 2: Written Grievance/appeal is forwarded by the Staff member to the **Academy Coordinator (Bagan)** within 24 hours of receipt of the Grievance or appeal. The Staff Member on duty the day of the incident and the Academy Coordinator will discuss the facts of the situation and make a preliminary decision pending further investigation if necessary.
- Step 3: The Academy Coordinator will inform the **Fire Technology Director** of the grievance/appeal and discuss the facts of the situation. The Academy Coordinator may make contact with the Cadet for additional fact gathering and a statement from the Cadet if necessary. The Cadets GCC counselor

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will also be notified of the situation. The Academy Coordinator and Fire Technology Director with input from the GCC counselor will make a final determination on the matter.

Step 4: A final decision is made and forward to the Cadet (normally via phone) by the Academy Coordinator **no later than 5:00 p.m. on the Friday following the filing of the Grievance/appeal.**

Any Grievance or appeal that is ruled in favor of the Cadet can be handled at the level of the Academy Coordinator – Step 2.

IV. Protests of Written Exams

Protests of written exam questions or manipulative skills must be submitted in writing no later than the day that scores are reviewed. All protests must include the following information:

1. Cadet name
2. Date
3. Exam
4. Question / skill
5. List reference source for correction
6. Justification for protest
7. Suggested correction
8. Instructor / raters present

Protests of written exams may be submitted by the Class BC on behalf of the entire class. This must be clearly stated in the memo.

If a grievance, appeal or protest is unable to be resolved within the Academy Program as outlined in this Policy and Procedure, the Cadet may follow the grievance process as outlined in the Glendale Community College Student Handbook.

Cadets are encouraged to begin all protests or grievances at the Academy level first.