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Central Carolina Community College is committed to providing a supportive and fair environment for all students, employees, and stakeholders. To uphold the integrity of our institution and ensure that concerns are addressed promptly and effectively, this grievance policy and its related procedure establish a clear framework for resolving complaints. The college recognizes two categories of grievances: (1) grievances against employees, college operations, and other related matters and (2) grievances against the President.

A grievance is any matter of employee concern or dissatisfaction within the College's control except: (a) employee disciplinary matters pursuant to Policy 3.3.4 - Discipline Action, Suspension, and Dismissal; (b) discrimination and harassment pursuant to Policy 3.3.7 - Harassment, Discrimination, & Civil Rights Compliance; (c) reduction in force and/or involuntary leave without pay pursuant to Policy 3.3.9 - Reduction in Force & Involuntary Leave Without Pay; or (d) any other matter that has a specific grievance process outlined in College policy.

A grievance under this policy may be filed by current or former employees of Central Carolina Community College, students, stakeholders, and members of the community.

I. GRIEVANCES REGARDING EMPLOYEES, COLLEGE OPERATIONS, OR OTHER RELATED MATTERS

This category includes grievances related to:

1. Alleged violations of college policies or procedures by employees.
2. Issues concerning the quality of services provided by the college.

3. Discriminatory practices or harassment by employees or the college.
4. Concerns related to the supervisor/supervisee relationship, including issues of fairness, communication, and professional conduct.
5. Organizational issues affecting the work environment, such as workload distribution, resource allocation, or departmental management.
6. Any other concerns or disputes involving employees or the operations of the college.

Detailed procedures for filing and resolving grievances are outlined in Procedure 3.3.8.1 - Grievance Procedures, which is available to all students, employees, and stakeholders. The procedures include (1) the steps for filing a grievance; (2) the process for investigating and resolving complaints, (3) timelines for each stage of the process, (4) and appeals processes, where applicable.

The Student Code of Conduct and Grade Appeals are governed by other specific policies. Issues related to student appeals for Code of Conduct violations are addressed under Policy 5.3.6 - Student Grievance, while concerns regarding final grade appeals in courses fall under Policy 5.2.5 - Grade Appeal. These matters are not governed by this section.

II. GRIEVANCES ABOUT THE PRESIDENT

A. Details on Submitting Complaint

Complaints about the President must be submitted directly to the Chair of the Board of Trustees, via form on the Human Resources Section of the CCCC Website. The grievance must include a detailed account of the issue, relevant facts, and any supporting documentation. Complaints should be filed within thirty (30) calendar days of the incident or action that is the subject of the complaint.

B. Investigation

The Board of Trustees will appoint an independent investigator to conduct a thorough investigation within ten (10) business days of receiving the complaint. The investigation should be completed within thirty (30) business days of the investigator's appointment.

C. Resolution

The investigator will provide a report of findings and recommendations to the Board of Trustees within ten (10) business days of completing the investigation. The Board of Trustees will review the investigator’s report and determine appropriate actions within thirty (30) business days. The complainant and the President will be informed of the Board’s decision in writing within five (5) business days of the Board's review.

III. ANONYMOUS COMPLAINTS

A. Limited Circumstances

Anonymous complaints may be submitted; however, they will only be investigated if there is enough actionable information provided to conduct a thorough investigation. Anonymous complaints should be submitted through the designated anonymous reporting system available on the Human Resources Page of the College's website. While the College encourages employees to include their names to facilitate a more efficient investigation process, it understands the need for anonymity in certain situations.

The Grievance Officer, as defined in Procedure 3.3.8.1 - Grievance Procedures, will determine the sufficiency of information provided in the anonymous complaint within five (5) business days of receipt.

B. Investigation and Resolution

Anonymous complaints will follow the same investigation and resolution procedures as other grievances. The investigation should be completed within thirty (30) business days of determining the sufficiency of the complaint. The complainant's identity will be protected to the extent possible, but complete anonymity cannot be guaranteed.

IV. PROCEDURES

The Department of Human Resources are hereby empowered to develop procedures in furtherance of this policy.

REFERENCES

Statutory References	None
Regulatory References	None
Relevant Guidance	None
Policy Manual Cross-References	Referenced by: ● Policy 3.3.1 - Personnel Files ● Policy 3.4.6 - Academic Freedom ● Policy 4.2.1 - Intellectual Property of Developed Works ● Procedure 3.2.21.1 - Special Approved Leave Procedures Referencing: ● Policy 3.3.4 - Discipline Action, Suspension, and Dismissal ● Policy 3.3.7 - Harassment, Discrimination, & Civil Rights Compliance ● Policy 3.3.9 - Reduction in Force & Involuntary Leave Without Pay ● Policy 5.2.5 - Grade Appeal ● Policy 5.3.6 - Student Grievance

POLICY HISTORY

January 1, 2025	Adopted.

September 14, 2026	Updated to reflect new Policy 3.3.7 name.