



CENTRAL CAROLINA  
COMMUNITY COLLEGE

## Central Carolina YouthBuild PARTICIPANT'S RIGHTS AND GRIEVANCE PROCEDURES

### You have the right to:

- Be treated with dignity and respect, as an individual who has personal needs, feelings, preferences, and requirements
- Privacy and confidentiality of your program plan
- Discuss with staff the details and implications of your program plan.
  - You have the right to exercise any concerns through the grievance procedures.

### Grievance procedure

The grievance procedure is used to address a problem you may have with a staff person who is providing you services or care and you cannot work it out between the two of you, or you have a complaint that you feel cannot be taken care of by the person you are working with.

### Informal process

All grievances should be brought to the attention of the YouthBuild Director. Every effort will be made to resolve the problem or concern. If necessary, an informal meeting will be conducted with the participant, staff person and Director to resolve the grievance. In the event that the grievance is not resolved through an informal process, members may utilize the established formal procedure for filing grievances.

### Filing a formal grievance

All grievances must be legible handwritten/typed and contain the following information:

- Concise facts about the situation prompting the grievance. Suspicions or assumptions about the grievance will be rejected.
- Date and time of incident(s)
- Individuals involved
- Resolution of the complaint that would satisfy the complaint

A copy of the grievance must be handed to the Director within one week following the conclusion of the informal grievance procedure. The Director will review the grievance and respond in writing within two weeks from the date of the formal submission. This response will contain all pertinent data and reasons for the decision made. If the grievance is not satisfied with the outcome of the decision made by the Director, you may file a formal grievance with the College. The Central Carolina Community College Policies and Procedures manual can be found at the following link with the grievance policy on page 57:

<https://www.cccc.edu/about/policies-procedures/files/Policies-And-Procedures-Manual.pdf?v=5.1>

And the student handbook may be found here with the grievance policy on page 47:

[https://www.cccc.edu/handbook/handbooks/2021-2022/pdfs/2021-2022\\_handbook.pdf](https://www.cccc.edu/handbook/handbooks/2021-2022/pdfs/2021-2022_handbook.pdf)