

Informal Grievance Process

The complainant can file an informal grievance by first contacting the CFA Office, who shall attempt to resolve the matter through informal consultations with the complainant, the Assistant Director of the Center for Student Success, and/or other appropriate administrators over a period not to exceed ten business days. The resolution of any such complaint shall be documented by a statement signed by the student and Atlantic Cape that the complaint was resolved and describing the manner in which it was resolved. If the complaint is not resolved to the complainant's satisfaction in a timely manner, the student may initiate a formal grievance process as described in the student handbook. Please note that the complainant has the right to file a formal grievance at any time. Furthermore, the CFA office will self-report any instance when a complaint cannot be resolved to the ADA/504 coordinator within two business days; no written complaint by the affected student shall be required in such instance.