

STUDENT GRIEVANCE PROCESS

General

The purpose of the student grievance procedure is to provide an opportunity for a student to seek redress for an action by a member of the faculty, administration, staff, student, department/division, or University-affiliated organization. A student also has the option to request the assistance of the Student Ombudsperson at any time during the grievance process. Please note: if a student believes that an act of harassment has occurred, as defined by the policy on prevention of sexual and other unlawful harassment, she/he should initiate a complaint under the Policy Sexual and Other Unlawful Harassment. Unless the grievance alleges discrimination or there is no other appeal process available, the student grievance procedure does not permit the filing of a grievance for a decision rendered by an individual, or the Student Conduct Board, as a result of a violation of the Student Code. Furthermore, this is not the appropriate procedure to follow when a student wants to appeal regarding an evaluation of academic performance (e.g., a final grade if no violation of the Equal Educational Opportunity Policy is alleged) or any decision regarding suspension or dismissal of a graduate student. The latter matters should be referred to the Provost.

Procedures for Student Grievance Complaints

Level One

When there is a grievance, the student ("complainant") should bring the complaint to the attention of the person or administrative unit of the University against whom the student has the grievance ("respondent") within 60 calendar days of the occurrence of the incident upon which the grievance is based. Informal discussion between the persons directly involved in a grievance is essential in the early stages of the dispute and should be completed by the complainant and respondent within 15 days. If a satisfactory solution is not reached, either person should contact the (?) to address the complaint through the mediation process or progress to Level Two. If both parties involved with the complaint are students, a copy of the complaint should be forwarded to the Dean of Students.

Level Two

If a satisfactory solution is not reached through the Level One, the complainant has the right to appeal to the Student Ombudsperson or his/her designee within 15 days of completion of Level One, by presenting a letter of complaint, copy to the respondent. The complainant may also begin the complaint process at this level and if both parties involved with the complaint are students, a copy of the complaint should be forwarded to the Dean of Students. If the complaint is initiated at this level it must be done within 60 calendar days of the occurrence of the incident upon which the grievance is based. If the Student Ombudsperson or his/her designee is the respondent, the grievance should be presented to the Dean of Students.

1. If the grievance is against a faculty/staff member, the Student Ombudsperson shall notify and consult with the Faculty Ombudsperson/Staff Ombudsperson. If there is no resolution at this level, the matter shall be referred to the Dean of Students, who shall either refer the matter to the (Conflict Resolution Center)? or convene an Ad Hoc Committee (Provost, Dean, Director as appropriate) to investigate and resolve the grievance. The decision of the Ad Hoc Committee is final.
2. If the grievance is against a student, is not related to a violation of University policy, and the Student Ombudsperson/ Dean of Students is unable to promote a resolution of the matter to the student's

satisfaction within 30 calendar days, the complaint shall be forwarded to the Dean of Students for mediation or to the Ad Hoc Committee.

Level Three

1. The Ad Hoc Committee shall determine its written recommendation and transmit it to the Dean of Students within 15 days after completing the hearing, if practicable.
2. The recommendation shall include:
 - Summary of the grievance
 - Summary of the information presented at the hearing
 - Summary of the findings and rationale for the recommendation