SCHOOL OF EDUCATION & PSYCHOLOGY

GRIEVANCE POLICY
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The School of Education and Psychology affirms the right of each student to resolve grievances within the School. The School has established specific appeal procedures to assure timely and appropriate consideration of any such grievances. It is the goal of this school that any student grievance will be resolved at, or close to the level at which the problem arose ethically, equitably and expeditiously. The following steps have been developed to meet those goals.

1. A student having a grievance originating within a Department in the School of Education and Psychology is directed first to address his or her concern to the appropriate department within the school who has responsibility in the matter of concern. The Department should respond to a student’s compliant with a decision within five (5) workdays of the receipt of the complaint.

2. If the student is not satisfied with the decision of the department, and wish to appeal the Department’s decision the student should file a written grievance with the Office of the Dean. The appropriate grievance form to register this grievance may be found on the School of Education and Psychology’s website. To be considered, this form must be completed, signed, emailed or hand delivered to the Dean of the School of Education and Psychology within five (5) work days of receipt of the department’s decision. A decision by the Dean of the School of Education and Psychology should normally be made within five (5) workdays of the filing of the grievance. An interview with the student may be necessary.

3. Should the student desire to make further appeal, the appeal should be directed to the Office of the Vice President for Academic Affairs. The Vice President for Student Affairs shall confer with the student and if the grievance is not resolved, he/she shall refer the matter to a standing committee or appoint a committee from three (3) to five (5) persons including student representation to hold an official hearing on the matter. The student may either represent himself or request the assistance of another student. The hearing shall be held within ten (10) days of receipt of the grievance by the Vice President for Student Affairs or a designee.

4. Upon completion of the hearing, the committee will inform the Vice President for Student Affairs of the decision, and he/she will inform the student. The Vice President for Student Affairs may utilize the decision of the committee or amend the decision as he/she deems appropriate.

5. If the student is not satisfied with the decision indicated in step 5, he/she may appeal to the President of the university. The President shall render a final decision in the case normally within ten (10) days of the written receipt of the appeal.
Procedures for Addressing Written Student Complaints

All complaints made by students shall be investigated by an appropriate university official. If the complaint is of an academic nature, the Vice President for Academic Affairs is responsible for appointing one or more appropriate persons to conduct the investigation. If the complaint is of a non-academic nature, the Vice President for Student Affairs is responsible for appointing one or more appropriate persons to conduct the investigation.

The student (complainant) shall be notified in writing as to the status of the complaint. Any complaint that is made directly to the university’s President shall be transmitted to the proper university official for investigation. The student shall be informed in writing of the final finding/decision regarding the complaint. If a student is not satisfied with the result decision regarding the complaint, the student may appeal to the university’s President. The decision of the university’s President is final.

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GRIEVANCE POLICY FORM

Name: ___________________________ Alcorn ID #: _______________________

State your grievance in detail, including the date of act(s) or omissions causing grievance.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Identify other individuals (employees, students, etc.) with personal knowledge of your grievance.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

State briefly your efforts to resolve this grievance. ________________________________

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Describe the remedy or solution you would like. ________________________________

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Signature: ___________________________ Date: ___________________________