



## Policy Directory

Responsible Division: Academic Affairs  
Responsible Office: Academic Affairs  
Issue/Revision Date: 12/01/2017

## **Student Grievances**

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### Policy:

This policy clarifies the right of each student to resolve grievances with the University.

The right of each student to resolve grievances with the University is affirmed, and specific appeal procedures are hereby established to assure timely and appropriate consideration of each grievance. Student grievances generally originate at the department level, and the resolution of the grievance is sought at the department level.

1. A Student Grievance originating in any of the department or administrative units is handled by the department chairperson or director responsible for the unit in which the grievance originates. The grievance should be known within fifteen (15) days of the occurrence. The decision by the department chairperson or director should normally be made within five (5) workdays of the filing of the grievance.
2. The appeal by the student of the decision of the department chairperson or director must be made in writing within five (5) workdays to either the Dean exercising jurisdiction over that academic department or to the administrative official having jurisdiction over the non-academic department involved. This official will render a decision on the grievance normally within five (5) workdays of the receipt of the grievance.
3. Should the student desire to make further appeal, the appeal should be directed to the Office of the Vice President for academic Affairs (for academic issues) or to the appropriate Vice President exercising jurisdiction over the matter. 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 4, 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 Writing 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 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 President. The decision of the University President is final.