

Student Complaint Procedure - Other Non-instructional Related Issues

Informal Grievance Procedure

A student wishing to pursue an informal resolution to his or her grievance may first contact the student services office. That office will serve as a source of information and direction for grievant and shall advise students as to the most effective means of resolving their grievance. This service is optional.

A student may instead, as a first step in the informal grievance procedure, contact the staff with whom he or she has a grievance and attempt to resolve the matter through direct discussion.

If direct discussion does not resolve the grievance to the student's satisfaction, the student shall take the matter to the staff's department director or immediate supervisor. The department director or supervisor shall serve as a mediator and will attempt to resolve the matter promptly and fairly.

If the efforts of the department director or immediate supervisor also fail to satisfy the grievant, the supervisor shall forward the complaint to the appropriate dean who shall, within 10 working days, decide how best to resolve the grievance. The dean shall issue a written opinion.

The student shall be notified of this decision and shall also be informed of his or her right to file a petition to have the grievance heard before the grievance review committee.

The informal grievance procedure shall be completed in 30 working days unless all parties agree to more time.

Any student alleging a violation of Title IX of the 1972 Education Amendments concerning sexual harassment may avail himself or herself to the following procedure.