

Standard Operating Procedure – Grievance Policy Summary

Responsibility: Associate Dean; College Coordinator

Time Frame: Within sixty (60) days of the original written notice of grievance

Definition: The College of Education defines a legitimate grievance as a substantive circumstance that a student regards as a just cause for complaint. A grievance can be relevant to any incident involving a classroom instructor, faculty advisor, internship supervisor, administrator, or faculty member in the College of Education. A grievance is a claim that an academic action or decision involved alleged unfair or irresponsible behavior including violations of department, College, or University policies.

Procedures: The following university-wide policy and procedure, for graduate, professional students, apply to the redress of grievances concerning academic and instructional matters and other issues for which there are no other existing grievance procedures.

Step 1: The graduate/professional student and the members involved should make every effort to settle their differences amicably and informally to redress grievance. If appropriate or necessary, the department chair shall participate in this informal effort to resolve the grievance.

Step 2: If the informal resolution is not possible, the graduate/ professional student may petition the department chair or the alternative (Associate Dean, program director or an appropriate designee) by filing a formal written complaint within 10 working days after reaching the decision that an informal resolution cannot take place.

Step 2a: Provide details regarding the complaint and redress sought

Step 2b: The department chair or alternative designee responds, in writing, in the time specified.

Step 3: If the grievant or the respondent is unsatisfied with the outcome of the departmental level process or alternative (items 1 and 2 above), that party may petition the dean of the college by filing a formal written petition.

Step 3a: The dean of the college responds, in writing, within the specified time.

Step 3b: The dean's response must include an explanation for their decision.

Step 4: If the issue remains unresolved, either party may file an appeal seeking university level review by a Graduate and Professional Studies Grievance Committee (GPSGC), which is under the purview of the Vice Provost/Dean of The Graduate School.

Step 4a: Appeal in writing explaining the party's position, within 30 calendar days of the final disposition at the college level to the Vice Provost/Dean of The Graduate School.

Step 4b: The appeal must include a concise statement of the outcome desired by the appellant

Step 4c: The vice Provost/Dean of the Graduate School has ten (10) days to respond.

Step 5: A graduate or professional student with a pending grievance regarding academic issues, if employed in a graduate student appointment, will retain privileges and salary, subject to a review of the individual situation by the department or college.

Step 6: The Grievance Hearings

Step 6a: The GPSGC may set time limits for each party to present its position.

Step 6b: The GPSGC may request a representative from the General Counsel's office of the University to attend, as an observer.

Step 6c: Notify all parties in writing of the hearing schedule.

Step 6d: Send any information provided to the GPSGC by either party to all other parties simultaneously.